**GIFT SAMUEL** | ADMINISTRATIVE VIRTUAL ASSISTANT| DATA ANALYST

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LinkedIn Profile

Working Remotely

**Data Entry / Analysis | Web Research | Virtual Assistant | Customer Support.**

* Administrative Virtual Assistant with 2+ years of experience.
* Skilled in providing high-level executive assistance, including inbox and calendar management, data entry, and customer support.
* Proficient in managing and prioritising high-volume email communication, accuracy to ensure efficient information access and data reliability.
* Dedication to customer satisfaction, achieving a 90% satisfaction rate through prompt, effective support and first-contact resolution.

**Work Experience**

**Executive Virtual Assistant 2023 Zyna Signature Remote**

* Provide high level executive support,including inbox management, calendar management and preparing presentations.
* Skilled at managing schedules, coordinating tasks, and maintaining accurate records while utilizing tools like Google Workspace, Microsoft Office, and Asana.
* Strong representative with a passion for providing exceptional client service and ensuring seamless operations in both remote and in-office environments.

**Customer Support Representative 2022**

**David Alali Remote**

* Delivered outstanding customer support, resolving an average of 50 client inquiries per week across multiple channels with a satisfaction rate of 90%, reducing follow-up calls through first-contact resolution.
* Maintained and organised **customer records** with 90% accuracy, updating over 1,000 entries monthly to support smooth **administrative assistance** and ensure up-to-date information access.
* Managed **email communication** for a busy inbox with 100+ emails weekly, prioritising responses within 24 hours for 90% of messages, which streamlined **communication** and improved **customer response times**.

**Skills**

* Data Entry and Data Management
* Email Management
* Customer Support and Satisfaction Focus
* Communication and Coordinating meetings, planning travel, overseeing deadlines.
* Organisational Skills
* Presentation Creation
* Problem-Solving Abilities
* Time Management
* Attention to Detail
* Foundational skills in data collection, cleaning, and visualization using tools like Excel,Google Sheets,Power BI and SQL.
* Familiar with basic statistical analysis and creating actionable insights from data trends to support decision-making.

**Education/Certification**Abia State Polytechnic, Aba

OND - Accounting

ALX Africa

Virtual Assistant / Social Media Management Program

Data Analytics

Harvoxx Tech Hub