

JOY OWOO AUTA

Block 498, Federal Housing Estate, Maikunkele, Minna, Niger State, Nigeria

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PROFESSIONAL SUMMARY

Detail-oriented and performance-driven Remote Professional with proven experience in customer service, administrative support, and digital task execution. Demonstrates strong accuracy, fast learning, and professionalism in managing tasks across virtual environments. Highly organized, dependable, and adaptable, with a consistent record of completing assignments efficiently and maintaining excellent client communication. Brings a resilient mindset developed through leadership roles and real working exposure in remote customer support.

CORE SKILLS & COMPETENCIES

Data & Accuracy:

- High-speed data input, Data Verification, Documentation, Record-Keeping, MS Word & PowerPoint proficiency.

Communication & Support:

- Excellent verbal/written communication, Empathetic Inquiry Handling, Remote Support, Problem Solving.

Organisation & Virtual Assistance:

- Time Management, Task Organisation, Managing Client Expectations, Process Adherence, Digital Adaptability.

Digital & Technical:

- Fast-learning mindset, Familiarity with online platforms, AI-assisted tools, Web applications, Critical Thinking.

RELEVANT EXPERIENCE

REMOTE CUSTOMER SERVICE & ADMINISTRATIVE SUPPORT – SERLZO (Remote)

- Responded professionally to customer inquiries, maintaining clarity, courtesy, and timely communication.
- Managed and organized customer data with accuracy and consistency.
- Resolved issues using structured problem-solving and digital tools, demonstrating adaptability and initiative.

LEADERSHIP & ORGANISATIONAL ROLES – TOPAZ INTERNATIONAL SCHOOL

Library Prefect (3 Years) | Class Representative (6 Years)

- Oversaw library duties and classroom coordination, demonstrating reliability and long-term commitment.
- Guided peers by simplifying instructions and supporting academic organization.
- Served as a liaison between students and staff, reinforcing accountability and communication leadership.

EDUCATION

Topaz International School, Minna, Niger State

High School Graduate – August 2020

- Awarded Best in Mathematics and English (SS1 – SS3).
- Held positions: Library Prefect (3 Years), Class Representative (6 Years).

REFERENCES

Simon Ocheje Auta – Mentor

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