

ADEDAMOLA ADEYEMI

Lagos, Nigeria

Phone: [09047748823](tel:09047748823)

Email: adeyemiadedamola96@gmail.com

Availability: Remote | Full-Time / Part-Time

PROFESSIONAL SUMMARY

Detail-oriented and customer-focused professional with hands-on experience in virtual assistance, customer support, chat and email communication, and social media management. Skilled in handling customer inquiries, managing digital communication channels, organizing administrative tasks, and maintaining high customer satisfaction. A fast learner with strong written communication, problem-solving skills, and the ability to work independently in remote environments.

CORE SKILLS

- Virtual Assistance & Administrative Support
- Online Customer Support (Chat & Email)
- Chat Support & Live Messaging
- Email Handling & Inbox Management
- Social Media Assistance & Engagement
- Customer Relationship Management (CRM)
- Professional Written Communication
- Issue Resolution & Escalation Handling
- Time Management & Task Prioritization
- Google Workspace (Docs, Sheets, Gmail, Drive)
- Microsoft Office (Word, Excel)
- Data Entry & Online Research

RELEVANT EXPERIENCE

Sales Representative & Customer Support Assistant

Private Business | 2024 – 2025

- Handled customer inquiries via chat and messaging platforms.

- Assisted customers with product information, pricing, and order guidance.
- Responded to customer concerns professionally to ensure satisfaction and retention.
- Maintained accurate customer records and followed up on pending requests.
- Supported sales closing while prioritizing customer needs and trust.

Instagram Page Manager / Social Media Assistant

Freelance / Private Page | 2022 – 2024

- Managed daily Instagram messages, comments, and audience interactions.
- Responded to customer inquiries in a timely and professional manner.
- Assisted with content coordination and page organization.
- Maintained brand tone and professionalism across all communications.
- Supported online engagement and customer relationship building.

ROLE-SPECIFIC COMPETENCIES

Virtual Assistant

- Calendar and task management
- Email organization and scheduling
- Online research and data entry
- Document preparation and file management

Online Customer Support / Chat Support Agent

- Live chat response handling
- Customer issue resolution
- Clear, polite, and professional communication
- Multitasking across multiple conversations

Email Support Agent

- Inbox monitoring and response management
- Writing clear, structured customer replies
- Escalating technical or billing issues when required
- Maintaining response time standards

Social Media Assistant

- Message and comment moderation

- Community engagement
- Brand voice consistency
- Customer support via social platforms

EDUCATION

Tai Solarin Federal University of Education

2023 – Till date

ADDITIONAL STRENGTHS

- Strong attention to detail
- Excellent communication skills
- Emotional intelligence and customer empathy
- Ability to follow instructions and workflows
- Adaptable to new tools and systems
- Reliable and self-motivated remote worker