

AGABI BENARD OBOGO

Customer Service Professional | Virtual Assistant | Project Coordinator | Sales Manager
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PROFESSIONAL PROFILE

Dynamic and results-driven professional with over 10 years of progressive experience spanning customer service, sales and business development, project coordination, virtual assistance, administrative support, education, marketing, stakeholder engagement, and business operations. Proven ability to coordinate projects, manage client and stakeholder relationships, support executives, and deliver high-quality administrative and operational services in both on-site and remote work environments.

Skilled in project support, customer relationship management (CRM), documentation, digital administration, executive support, communication, problem-solving, and cross-functional team collaboration. Proficient in Microsoft Office Suite, Google Workspace, and other digital productivity tools, with the ability to effectively manage multiple priorities while maintaining accuracy and efficiency.

Recognized for strong leadership, emotional intelligence, and a customer-centric approach, with a track record of improving operational efficiency, enhancing service delivery, and building productive relationships with diverse stakeholders across multicultural environments. Passionate about contributing transferable skills to NGOs, development organizations, humanitarian programmes, community initiatives, and organizations committed to creating sustainable social impact.

CORE COMPETENCIES

Project & Programme Management

- Project & Programme Support • Project Coordination • Administrative Operations • Process Improvement & Workflow Optimization • Budget Tracking & Expense Reporting

Executive & Administrative Support

- Executive Administration • Reporting & Documentation • Data Management • Calendar & Schedule Management • Meeting Coordination

Stakeholder & Customer Management

- Stakeholder Engagement • Customer Relationship Management (CRM) • Client Onboarding & Relationship Management • Community & Client Relations • Customer Service Excellence

Leadership & Business Development

- Team Leadership • Sales & Business Development • Team Coordination • Training & Onboarding Support • Negotiation & Relationship Building

Communication & Professional Skills

- Communication & Presentation • Problem Solving & Critical Thinking • Decision-Making • Cross-Functional Collaboration • Multicultural & Diverse Team Engagement • Time Management & Prioritization • Adaptability & Emotional Intelligence • Attention to Detail

DIGITAL SKILLS

PROFESSIONAL EXPERIENCE

Programme & Community Engagement Volunteer / Browncon Foundation / Abuja, Nigeria / 2026 – Present

- Support the planning, coordination, and implementation of community-focused programmes and initiatives.
- Assist with stakeholder engagement, community outreach, and communication activities.
- Support data collection, documentation, reporting, and monitoring of programme activities.
- Collaborate with team members and volunteers to ensure effective delivery of projects and events.
- Contribute to identifying community needs and supporting initiatives aimed at improving social and economic outcomes.
- Assist with administrative and operational tasks, including meeting coordination, record keeping, and preparation of programme materials.
- Promote the Foundation's programmes and initiatives through effective communication and community engagement.

Customer Service Professional | 2025 – 2026

- Delivered responsive customer support via phone, email, and chat, consistently resolving inquiries within agreed service timelines.
- Managed customer complaints and strengthened client satisfaction through timely, solutions-focused issue resolution.
- Maintained accurate CRM records, service documentation, and reports to support timely follow-up and service delivery.

Virtual Assistant | Chaopan Group LLC, China | 2024 – 2025

- Managed executive calendars, inboxes, travel logistics, and meeting schedules for senior leadership.
- Prepared reports and presentations; coordinated virtual meetings and communication across international teams.
- Streamlined administrative workflows to improve efficiency in a fast-paced, multicultural remote environment.

Sales Manager | Besitz Group Ltd (Real Estate) | 2023 – 2024

- Led a sales team and managed a client portfolio, driving day-to-day sales activities and performance.
- Negotiated contracts and consistently worked toward revenue and performance targets.
- Built and sustained strategic client relationships through proactive engagement and follow-up.

Sales Executive | Cornerstone Insurance PLC, Abuja | 2022 – 2023

- Engaged prospective and existing clients to drive sales and strengthen relationship management.
- Communicated product information clearly, building trust and long-term client relationships.

Advertising & Marketing Associate | Joseph Group LLC, Dubai | 2020 – 2022

- Supported advertising and marketing campaigns, contributing to client-facing business development.
- Applied strong communication and relationship-building skills within an international market.

Classroom Teacher (NYSC) | *Government Day Secondary School, Baissa, Kurmi L.G.A.* | 2019 – 2020

- Delivered structured classroom instruction, applying strong communication, organization, and interpersonal skills.

Assistant Instructor – IT | *Harvard Computer School, Abuochiche* | 2016

- Supported computer training sessions, guiding learners through foundational IT concepts and practical exercises.

Cashier | *Royal Heroes Group, Uyo* | 2013

- Handled customer-facing transactions accurately and professionally in a fast-paced service environment.

SELECTED ACHIEVEMENTS

- Strengthened client retention through proactive relationship management and responsive service delivery.
- Delivered executive-level administrative and project coordination support across remote, multicultural teams.
- Contributed to business growth by exceeding sales objectives and expanding client relationships.
- Built productive stakeholder relationships while consistently meeting operational deadlines.

EDUCATION & PROFESSIONAL CERTIFICATIONS

- **Foundations Of Climate and Disaster Risk Finance and Insurance (CDRFI)** — Multi-Actor Partnership on Climate and Disaster Risk Finance and Insurance - 2026
- **Preparing and Responding to Active Shooter Incidents** — United Nations Department of Safety and Security - 2026
- **Higher National Diploma (HND), Computer Science** — Fidei Polytechnic, Gboko, Benue State - **2018**
- **Associate Safety Manager** — Environment and Safety Management Institute (ESMI) - **2019**
- **National Diploma (ND), Computer Science** — Benue State Polytechnic, Ugbokolo - **2015**
- **Entrepreneurship Development Programme** — South-South Entrepreneurship Development Centre - **2017**
- **General Health & Safety Certificate** — Rocktop Safety Group, Port Harcourt - **2011**
- **Senior School Certificate Examination (SSCE)** — Rochris Comprehensive High School, Gakem - **2005**

ADDITIONAL INFORMATION

Professional references available upon request.