

BLESSING ADELEKE ADMIN VA | CUSTOMER SUPPORT
+(234) 806 712 2939 | adeleke.blessyng@gmail.com | [Linkedin.com/in/blessing-adeleke/](https://www.linkedin.com/in/blessing-adeleke/) | Lagos, Nigeria.

CAREER SUMMARY

- Results-driven Customer Service Representative and Administrative Virtual Assistant with 4+ years of experience in delivering exceptional client experiences across face-to-face, phone, and digital channels. Known for a positive, can-do attitude and genuine enthusiasm for helping people have a great day, whether resolving a concern, welcoming a visitor, or keeping operations running smoothly.
- Skilled in resolving inquiries efficiently using Zendesk, ensuring high satisfaction and retention, with proficiency in MS Office applications (Excel, Outlook, Word) and Google Workspace applications.
- A natural communicator with strong organizational instincts and strong problem-solving abilities with a proven track record of enhancing communication processes and operational efficiency with minimal supervision.

SOFT SKILLS

English Proficiency | Written and Verbal Communication | Empathy and Patience | Hospitality | Emotional Intelligence | Active Listening | Adaptability | Attention to Detail and Accuracy | Time Management, Multitasking, and Prioritization | Problem-solving | Organizational support | Team Collaboration | Resourcefulness | Grit and growth mindset | Customer-centric | Avid learner | Office coordination | Appointment scheduling

TECHNICAL SKILLS

CRM systems (Zendesk, Zoho) | Virtual communication tools (Slack, Microsoft Teams, Zoom, Hubstaff) | Proficiency with MS Office (Excel, Word, Outlook) | Inbox and calendar management (Gmail, Google Calendar) | Travel research and booking (Expedia, Kayak) | Data Entry (Sheets/Excel, Google Forms) | Creating slides (Google Slides) | Customer Service

PROFESSIONAL EXPERIENCE

ADMINISTRATIVE VIRTUAL ASSISTANT | Remote Aug 2024 – March 2026

- Managing email correspondence, calendars, and appointments, ensuring timely follow-ups and effective scheduling across multiple time zones.
- Booking reservations, processing payments for orders, coordinating logistics, maintaining a 96% accuracy rate, and ensuring compliance with internal protocols.
- Creating and maintaining detailed data sheets, performing high-accuracy data entry tasks, and organizing records to improve efficiency, ensuring smooth day-to-day operations utilizing Google Workspace, Microsoft Office, Slack, and Zoom for seamless communication and task management.
- Drafting financial budget plans and creating grocery lists.
- Managed and organized digital files and compiled operational reports for streamlined decision-making.

INDEPENDENT TRAVEL AGENT | Asap Tickets | USA May 2024 – July 2024

- Assisted 200+ clients in booking flights via inbound and outbound calls, securing 20% cheaper fares through strategic analysis.
- Streamlined booking processes, reducing errors by 50% and improving customer satisfaction by 35%.
- Managed multiple client requests in a fast-paced environment, ensuring 100% accuracy in reservations.

CUSTOMER SERVICE REP | Goldenfleece Overseas Study Services Jan 2020 – June 2021

- Delivered warm, empathetic support to 40+ clients daily across chat, voice, email channels, and walk-ins, achieving 80% first-contact resolution and ensuring every client interaction felt valued and resolved.
- Managed and organized 100+ appointments using Google Calendar, eliminating scheduling conflicts by 50% and ensuring seamless, on-time experiences for clients at every touchpoint.
- Maintained and documented support cases using Zendesk, ensuring accurate records, logging internal notes, and updating form fields across a high-volume ticket environment.
- Maintained front office organization and applied critical thinking and sound judgment to troubleshoot worker issues, adapt workflows, and reduce unnecessary escalations while maintaining quality standards across a 24/7 support operation.

CLIENT CARE REP / CREDIT OFFICER | TWEI

Sept 2018 – Nov 2019

- Assisted 100+ customers weekly with account setup, loan applications, and financial inquiries, reducing loan processing time by 30%.
- Maintained 200+ financial records, improving data accuracy and saving 5+ hours per week in administrative tasks.
- Managed office supply inventory, ensuring zero operational downtime through timely restocking.

OTHER PROFESSIONAL EXPERIENCE

MEDIA PRODUCTION ASSISTANT | NTA Channel 10

June 2022 – Nov 2022

- Conducted research for 15+ feature stories, improving content accuracy and production speed by 40%.
- Managed a TV library of 100+ discs, streamlining content retrieval for efficient programming.
- Assisted in live TV production and supported field production, including VOX POPS & interviews, contributing to engaging weekend specials.

EDUCATION

BACHELOR'S DEGREE | Mass Communication | Global Wealth University, Togo November 2024

CERTIFICATION & TRAINING

- Certified Virtual Assistant - ALX (March 2025).
- Customer service skills - Allison (July 2023).

INTERESTS

Planning and Organizing | Music | Recreating cooking recipes | Playing cards and board games.

LANGUAGES

- English - Fluent.
- Yoruba – Fluent.