

Bukola Eniola Modupe

ADMINISTRATIVE OFFICER |
VIRTUAL ASSISTANT | CUSTOMER
SERVICE REPRESENTATIVE

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<https://www.linkedin.com/in/bukola-modupe>

Remotely.

EDUCATION

Nnamdi Azikiwe University |
Bachelor of Science in
Computer Science
June 2024

CERTIFICATES

- She Leads Africa | **Executive Virtual Assistant**
- She Leads Africa | **Graphic Design**
- Udemy | **Professional Diploma of Virtual Executive Assistant**
- ALX Africa | **Virtual Assistant**

SKILLS

- Microsoft Office Suite
- Customer Relationship Management (CRM) Software
- Helpdesk software
- Video conferencing
- Google Workspace
- Organizational Skills
- Process Improvement
- Sales & Lead Generation
- Data Entry & Data Analysis
- Marketing & Sales Strategies
- Leadership Skills
- Customer Service
- Conflict Resolution
- Budget Management
- Project Management

SUMMARY

A highly organized and detail oriented resourceful Virtual Assistant with proven experience in administrative support, customer service, and project coordination. Skilled at managing client communications, scheduling, and documentation with precision and efficiency. Demonstrated ability to coordinate logistics for meetings and virtual conferences, supporting seamless operations across departments with a strong foundation in customer service, I excel at building rapport, resolving concerns promptly, and delivering exceptional client experiences that drive satisfaction and loyalty. My diverse skill set includes project management, business development, data analysis, and proficiency in Microsoft Office Suite. I am committed to leveraging my organizational skills, interpersonal strengths, and strategic mindset to provide reliable virtual assistance that enhances productivity, strengthens client relationships, and supports business growth.

WORK HISTORY

Sales HR/Admin.

2025 - Currently

TIMELESS TELECOM LTD.

- Managing the hiring process, including posting job openings and scheduling interviews for new sales reps.
- Coordinating mandatory training sessions for new recruits and ensuring they understand company standards.
- Enforcing attendance policies.
- Solving daily operational hurdles, such as rerouting teams due to vehicle access issues.
- Tracking the weekly performance of sales reps across various service plans.
- Identifying top performers and processing performance bonuses to maintain team morale.
- Maintaining accurate employee records and attendance logs to ensure HR compliance.
- Acting as the bridge between management and the sales team through internal memos and group updates.
- Overseeing office supplies, vendor relationships, and general staff engagement activities.

- Relationship Building
- Strategic Management

AWARDS & RECOGNITION

Bukola Eniola Modupe- 2023 Excellence in Delivery

Awardee: Recognized for exceptional dedication to customer satisfaction, delivering results with speed, accuracy, and a smile, making a lasting impact on our team and customers.

Best Staff of the Year 2024:

Honoring Modupe Bukola Eniola remarkable achievements, outstanding work ethic, and contributions to our organization's growth and success, a true asset to our team.

INTERESTS

I enjoy researching, reading, meeting new people, listening to music, and learning new ways and strategies to improve operational efficiency and organizational growth.

Administrative Officer/Virtual Assistant

2020 - 2025

DELE ADEOGUN & ASSOCIATES

- Responding promptly to client phone calls, emails, and inquiries, achieving a satisfaction rate.
- Scheduled and coordinated numerous site visits, streamlining daily operations and enhancing workflow efficiency.
- Monitored project timelines and documentation, ensuring administrative deliverables were met ahead of deadlines.
- Organized filing systems, ensuring all reports and drawings were properly stored and readily retrievable when needed.
- Maintained accurate and detailed records of client information, ensuring precision and easy access for all project teams.
- Ensured confidentiality and compliance with company standards while handling sensitive client and project information.
- Provided administrative support, including report compilation and data management.
- Prepared, formatted, and distributed reports, correspondence, and project documents, supporting consistent communication across departments.
- Coordinated logistics for meetings and virtual conferences, arranging schedules, materials, and technology setup for seamless execution.

Customer Service Representative

2018 - 2020

GEETECH BUILDING DEVELOPER COMPANY

- Answered customer inquiries, ensuring informed dining choices and a pleasant experience.
- Welcomed customers warmly, took orders efficiently, and ensured professionalism to enhance guest satisfaction.
- Collaborated with kitchen and serving staff to ensure smooth operations and consistent food presentation standards.
- Accurately recorded customer orders, handled special requests, and coordinated timely delivery to maintain service quality.
- Maintained a clean, organized, and safe dining area, adhering to hygiene standards and improving overall customer comfort.
- Listened attentively to customer concerns and resolved issues promptly, achieving a satisfaction rate through excellent service delivery.
- Built rapport with regular customers through attentive service and personalized recommendations, contributing to an increase in patronage.

