

OGOCHUKWU VIRGINIA OKANMELU

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Customer Support Specialist | Executive Assistant | Remote Administrative Professional

Professional Summary

Customer Support and Administrative Professional with 5+ years of experience supporting customers and internal teams in remote and hybrid environments. Skilled in customer service, executive assistance, scheduling, CRM management, problem resolution, and cross-functional collaboration across multiple time zones.

Core Competencies

Customer Support (Phone, Email, Chat) • Executive Assistance • Administrative Support • Calendar Management • CRM Systems • Conflict Resolution • Data Entry • Google Workspace • Microsoft Office • Slack • Zoom • Remote Collaboration

Professional Experience

Customer service representative (onsite) | Cakes and Cream, Lagos | April 2026 till present

- Assisted customers with cake orders, menu selections, and product inquiries.
- Processed orders and payments accurately
- Resolved customer complaints professionally and ensured timely follow-up.
- Coordinated with the bakery and production team to ensure accurate and on-time order fulfillment.
- Maintained accurate customer records and supported sales through product recommendations.
- Ensured a clean, organized, and customer-friendly environment while meeting service standards.
- Answered in queries via chat and calls

Executive Assistant (Hybrid) | Misschief Aesthetics, Lagos | 2025–2025

- Manage executive calendars, schedules, and daily operations
- Coordinate meetings, appointments, and travel arrangements
- Handle client communications professionally and confidentially
- Prepare reports and internal documentation

Customer Service & Administrative Support (Remote) | Genvio-Enstin International Ltd | 2022–2025

- Managed high-volume customer inquiries via phone, email, and chat

- Coordinated appointments and dispatch scheduling
- Maintained accurate CRM records and customer updates
- Resolved customer concerns and supported remote operations

Customer Service Representative | Peace-Mac Limited, Enugu | 2018–2021

- Delivered customer support through multiple communication channels
- Resolved complaints and contributed to service improvements

Client Experience Executive / Front Desk Manager | Peace-Mac Limited, Enugu | 2016–2017

- Managed front office operations and customer engagement
- Handled onboarding, inquiries, and customer issue resolution

Education

B.Sc (In View) – National Open University of Nigeria | 2024–Present

Certifications

Copywriting Certification – Ogapatapata (2024)

Fiverr Content Writing Certification

Tools & Systems

Google Workspace • Microsoft Office • CRM Systems • Slack • Zoom