

JOY JAITTO O.

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EXECUTIVE ASSISTANT

SUMMARY

Detailed, organized, and customer-focused professional with experience in administrative support, customer relations, teaching, scheduling, record management, and client interaction. Proven ability to communicate effectively, coordinate administrative tasks, manage schedules and records, and handle customer inquiries. Experience in using CRM systems, Microsoft Office tools, Google Workspace, and digital communication platforms. Able to manage multiple tasks in a remote environment while still maintaining professionalism, confidentiality, and organization.

CORE SKILLS

- Administrative Support
- Customer Acquisition
- Email Management
- Calendar Management
- Client Relationship Management (CRM)
- Client Acquisition and Retention
- Attention to Detail and Data Accuracy
- Data Entry and File Management

- Communication and Active Listening
- Time Management & Follow-up Execution
- Organization

TECHNICAL TOOLS

- CRM tools: HubSpot
- Email Management Tools: Gmail
- Scheduling and Organization Tools:

- Google Calendar, Calendly, Trello, Asana, Notion
- Project Management: Trello, Notion
- Google Workspace
- Microsoft Office
- Communication Tools: Gmail, Slack, Zoom
- Email Marketing: MailerLite

PROFESSIONAL EXPERIENCE

BAYO TIJANI COLLEGE, Lagos State, Nigeria.
Tutor (NYSC).

July, 2025 - June, 2026

- Delivered engaging lessons to 50+ students per class, simplifying complex concepts and improving overall understanding and performance.
- Managed classroom records, student attendance, and academic documentation efficiently.
- Applied active listening and needs assessment to identify student learning gaps and adapt teaching methods accordingly.
- Coordinated lesson schedules, classroom activities, and student assessment.
- Demonstrated strong organizational and multitasking skills while handling teaching and administrative responsibilities.

ZOE BAKES, Lagos State, Nigeria.

July, 2019 - August, 2022

Lead Sales and Operations.

- Operated a small baking business, managing daily sales, customer orders, and product delivery.
- Successfully negotiated and fulfilled a bulk order for 100+ units of products for a client, ensuring on-time delivery and quality services.
- Handled inventory tracking, record-keeping, and daily business operations.
- Built and maintained strong customer relationships, resulting in repeat orders and customer loyalty.
- Upskilled in production techniques to provide high-level services, increasing client trust and purchase value.

BIOLAB MEDICAL LABORATORY, Ogun State, Nigeria.

October, 2018 – May, 2019

Customer Support/Medical Laboratory Assistant

- Managed and updated 50+ patient records daily with high accuracy and confidentiality.
- Assisted in resolving operational and technical issues by following structured procedures.
- Managed administrative support processes, including responding to inquiries, coordinating tasks, and maintaining smooth daily operations.
- Collaborated with team members to ensure smooth service delivery and timely support.
- Applied active listening and consultative communication to understand client concerns and recommend appropriate services.

FAVOUR NURSERY AND PRIMARY SCHOOL, Ogun State, Nigeria.

March, 2013 –

September, 2016.

Tutor

- Responded to questions and concerns from 30+ students weekly, ensuring clear understanding and satisfaction.
- Identified learning challenges and provided tailored solutions, improving performance by 25%.
- Managed records and student data with 100% accuracy and organization.
- Communicated complex ideas in simple, user-friendly ways, similar to explaining product features to customers.
- Handled multiple responsibilities simultaneously while maintaining quality and meeting deadlines.

EDUCATION

GATEWAY POLYTECHNIC SAAPADE, Ogun State, Nigeria.

September, 2022 - October, 2024.

HIGHER NATIONAL DIPLOMA, Biochemistry.

GATEWAY POLYTECHNIC SAAPADE, Ogun State, Nigeria.

September, 2016 -

October, 2018.

NATIONAL DIPLOMA, Science Laboratory Technology.

CERTIFICATIONS

- Virtual Assistant Program - Vsavvy Academy, 2026.
- Postgraduate Diploma in Customer Relationship Management - International College Of Safety and Management Professionals, 2025.

- Certified Sales and Marketing Professional (CSMP) - International College Of Safety and Management Professionals, 2025.
- Certified Information Management Professional (CIMP) - International College Of Safety and Management Professionals, 2025.
- Jobberman Soft Skills Training Certifications, 2025.
- Virtual Assistant Certification – Digital Skillup Africa, 2025.
- Certified Baker - Marvin Kitchen Baking Institute, 2022.

ADDITIONAL INFORMATION

- Available for full-time remote roles.
- Comfortable using online communication and collaboration tools.
- Ability to work independently and follow instructions carefully.
- Strong organizational and multitasking abilities.