

CURRICULUM VITAE

Obaje Ufedo
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PROFESSIONAL SUMMARY

Dedicated and detail-oriented Customer Service and Virtual Support professional with over 3 years of experience in handling client communications, appointment scheduling, and administrative support in fast-paced environments. Skilled in managing high call volumes, maintaining accurate records, and delivering excellent customer experiences. Proficient in CRM systems, digital tools, and remote collaboration platforms. Possesses strong organizational skills, a professional phone presence, and the flexibility to work full-time across U.S. time zones.

CORE SKILLS

- Customer Service & Client Relations
- Virtual Reception & Call Management
- Appointment Scheduling & Calendar Coordination
- CRM Systems & Data Management
- Data Entry & Record Keeping
- Email & Live Chat Support
- Strong Phone Communication Skills
- Time Management & Multitasking
- Attention to Detail & Accuracy
- Remote Work Tools (Zoom, Slack, Google Workspace, Microsoft Excel)

PROFESSIONAL EXPERIENCE

Purplebricks Property Limited
Appointment Setter/Lead Generation Specialist
2022 – 2025

- Handled inbound and outbound customer calls, ensuring professional and timely responses
- Managed appointment scheduling and calendar coordination for clients
- Maintained accurate customer records using spreadsheets and CRM tools
- Responded to customer inquiries via email and chat support
- Resolved customer complaints efficiently while maintaining a positive experience
- Assisted with administrative tasks including data entry and document management
- Maintained high attention to detail in all customer interactions and records

Front Desk / Receptionist

Garki Hospital, Abuja

2020 – 2022

- Managed front desk operations including answering calls and greeting clients
- Scheduled appointments and coordinated daily activities
- Maintained organized records of client information and bookings
- Handled high call volumes while ensuring professionalism and accuracy
- Provided administrative support to internal teams

EDUCATION

B.Sc. Economics

Kogi State University

TECHNICAL SKILLS

Microsoft Office Suite (Excel, Word)

Google Workspace (Docs, Sheets, Calendar)

CRM Tools (basic to intermediate proficiency)

Communication Tools (Zoom, Slack, Microsoft Teams)

LANGUAGES

English – Fluent (spoken and written)

Spanish – Basic

REMOTE WORK SETUP

Reliable high-speed internet connection

Dedicated and quiet workspace

Laptop suitable for full-time remote work

Available to work U.S. time zones (full-time flexibility)

ADDITIONAL STRENGTHS

Strong interpersonal and communication skills
Ability to work independently and as part of a team
Fast learner with adaptability to new systems and tools
High level of professionalism and reliability

REFERENCES

Available upon request