



Rotimi Olorunnayese

Virtual Assistant/ Administrative Support Specialist

Proactive and results-driven Virtual Assistant / Administrative Support Specialist with proven success in optimizing workflows, managing executive schedules, and delivering exceptional client support. Skilled in handling administrative operations, streamlining documentation, and leveraging digital tools to enhance efficiency. Recognized for reducing response times, improving task accuracy, and ensuring smooth day-to-day business operations in fast-paced environments.

Contact

Phone

+2348137487348

Email

nayeserotimi@gmail.com

Address

Abuja, Nigeria

Expertise

Management Skills

Creativity

Digital Marketing

Negotiation

Critical Thinking

Leadership

Language

English

Russian

Experience

Jan 2025 -Dec 2025

Aldenaire & Partners

Virtual/Administrative Assistant

- Coordinated over 30 meetings across multiple time zones with 100% schedule accuracy.
- Streamlined document workflows, reducing administrative errors by 20%.
- Resolved 15+ client inquiries daily across multiple platforms, sustaining a 95% satisfaction rate.
- Maintained bookkeeping records in QuickBooks, improving financial reporting accuracy by 15%.
- Prepared 10+ reports and presentations monthly, boosting team decision-making efficiency by 25%.

Feb 2020 – Dec 2024

Tyner Unlimited

Customer Service Representative

- Delivered responsive support to 250+ customers weekly, achieving a 90% positive feedback score.
- Resolved complaints within 24 hours on average, cutting escalation cases by 25%.
- Conducted competitor and product research, improving customer retention by 10%.
- Collaborated with operations and marketing teams to implement improvements, raising customer experience ratings by 20%.

Education

2012– 2017

Federal University of
Technology, Minna

B. Tech in Quantity Survey

Core Competencies

- Calendar & Appointment Management | Executive Support
- Customer Service & Client Relations | Conflict Resolution
- Document Preparation | Digital File & Data Management
- Microsoft Office Suite (Word, Excel, PowerPoint) | Google
- Workspace · CRM & Help Desk Tools | Social Media Support
- Research & Reporting | Confidentiality & Data Security
- Zoom & Microsoft Teams Administration

Certifications

- Virtual Assistant Program — ALX Africa — Nov 2024
- Customer Support Program — Alison.com