

STEPHANIE OGHENEKOME ORUA

Customer Service Representative | Virtual Assistant | Administrative Support

oghenekomeoru@gmail.com | +234 911 625 3866 | Nigeria | Open to working across all time zones

PROFESSIONAL SUMMARY

Detail-oriented and customer-focused Administrative Virtual Assistant with strong communication, organization, research, and problem-solving skills. Experienced in supporting small-business operations, handling customer enquiries, organizing information, conducting research, and completing administrative tasks using digital tools. A fast learner who adapts quickly to new systems and procedures and works effectively with minimal supervision. Seeking a remote Customer Service or Administrative Support opportunity with an international team.

CORE SKILLS

Customer Service & Customer Support • Customer Enquiry Management • Email & Chat Communication • Administrative Support • Data Entry & Record Keeping • Customer Relationship Management • Internet Research • Document Management • Problem Solving • Written & Verbal Communication • Time Management • Task Prioritization • Attention to Detail • Remote Collaboration • Digital Communication

TOOLS & SYSTEMS

Microsoft Word • Microsoft Excel • Google Docs • Google Sheets • Google Drive • Gmail • Canva • WhatsApp Business • LinkedIn • Social Media Platforms • Online Research Tools • Digital Communication Platforms

PROFESSIONAL EXPERIENCE

Administrative Virtual Assistant / Freelance Support | Remote, Nigeria

- Provided administrative and virtual support for personal and small-business activities.
- Responded to enquiries professionally through digital communication channels.
- Conducted online research and gathered relevant information accurately.
- Organized documents, information, and digital records for easy access and reference.
- Assisted with data entry, document preparation, and routine administrative tasks.
- Managed multiple responsibilities while maintaining accuracy and meeting deadlines.
- Used digital productivity tools to organize tasks and maintain efficient workflows.
- Adapted quickly to new tools, systems, processes, and instructions.
- Worked independently while maintaining clear and professional communication.

S.O ARTISTRY / Small Business Operations | Nigeria

- Managed customer enquiries and provided clear information about products and services.
- Communicated with customers through social media and digital platforms.
- Assisted customers with product information and general enquiries.
- Created promotional content and communicated product offers to customers.
- Maintained organized product and business information.
- Supported day-to-day administrative and operational activities.
- Built positive customer relationships through responsive and professional communication.
- Handled multiple business responsibilities while maintaining organization and attention to detail.

KEY ACHIEVEMENTS

- Developed practical experience in remote administrative support and digital customer communication.
- Managed customer interactions across multiple digital communication channels.
- Supported small-business operations through customer service, organization, research, and administrative tasks.
- Developed strong digital communication, research, documentation, and problem-solving skills.
- Successfully balanced academic, administrative, and business responsibilities while meeting deadlines.

REMOTE WORK STRENGTHS

- Comfortable working independently with minimal supervision.
- Open to working across all time zones.
- Strong written and verbal communication skills.
- Reliable with deadlines and assigned responsibilities.
- Quick to learn new software, platforms, and company procedures.
- Comfortable communicating with customers through email, chat, and digital platforms.
- Able to prioritize multiple tasks effectively.
- Strong attention to detail and organizational skills.
- Adaptable to different remote team environments.

EDUCATION

Delta State University, Abraka, Nigeria

B.A. English and Literary Studies

CERTIFICATIONS & TRAINING

Administrative Virtual Assistant Training

Virtual Assistant / Remote Work Training

ADDITIONAL INFORMATION

Target Roles: Customer Service Representative | Customer Support Specialist | Virtual Assistant | Administrative Assistant | Customer Experience Associate | Remote Administrative Support

Relevant Expertise: Customer Service, Customer Support, Customer Experience, Email Support, Chat Support, Administrative Support, Data Entry, Record Keeping, Documentation, Internet Research, Problem Solving, Microsoft Office, Google Workspace, Remote Work, Time Management, Customer Relationship Management, Digital Communication, Task Management, Remote Collaboration.

Languages: English — Fluent