

UCHECHUKWU IMMANUEL ONWUKA

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PROFESSIONAL SUMMARY

Detail-oriented and highly organized Virtual Assistant and Administrative Professional with over 6 years of experience in administrative support, customer service, and relationship management. Proven ability to manage calendars, coordinate projects, streamline workflows, and maintain strong client and vendor relationships. Skilled in Google Workspace, Microsoft Office Suite, CRM tools, and remote collaboration platforms such as Zoom, Trello, and Slack. Adept at multitasking, problem-solving, and delivering high-quality support in fast-paced environments. Committed to improving operational efficiency and enhancing customer satisfaction.

KEY SKILLS

Virtual Assistance & Administrative Support
Customer Relationship Management (CRM)
Calendar & Email Management
Data Entry & Document Management
Online Research & Reporting
Social Media Management (Basic)
Client Onboarding & Support
Remote Collaboration (Zoom, Google Workspace, Microsoft Office Suite, Trello, Slack)
Project Coordination & Task Management
Time Management & Multitasking

PROFESSIONAL EXPERIENCE

Administrative & Relationship Officer | Simak Logistics Ltd | May 2019 – April 2024

- Managed vendor relationships, procurement processes, and inventory control to ensure smooth operational flow.
- Handled client inquiries, complaints, and service requests, improving overall customer satisfaction and retention.
- Prepared detailed reports, maintained accurate records, and facilitated communication between departments.
- Coordinated logistics schedules, monitored deliveries, and ensured timely dispatch and receipt of goods.
- Implemented workflow improvements that increased operational efficiency by 30%.
- Supported management with administrative planning and project coordination.

Administrative & Customer Care Officer | The Communion School | April 2018 – April 2019

- Provided comprehensive administrative and clerical support to academic staff and management.
- Managed correspondence, scheduled meetings, and maintained organized student and staff records.
- Responded to inquiries from parents and guardians, ensuring timely resolution and high satisfaction levels.
- Assisted in coordinating school events, meetings, and internal communications.
- Maintained accurate documentation and supported daily office operations to ensure efficiency.

Customer Service & Store Officer | CYC Ajeroson Trading Company Limited | June 2017 – March 2018

- Managed store inventory, stock monitoring, and accurate record-keeping to prevent shortages and overstocking.
- Processed customer orders, handled payments, and ensured efficient transaction procedures.
- Assisted customers with product inquiries, purchases, and after-sales support, enhancing customer satisfaction.
- Coordinated with suppliers to maintain optimal stock levels and timely restocking.
- Prepared periodic inventory and sales reports for management review.

EDUCATION

Bachelor of Science in Home Economics Education
University of Nigeria, Nsukka | Second Class Upper (2:1)

CERTIFICATION

In-demand IT Skills Training – Digital Witch Support Community
Virtual Assistant Certificate – ALX
Professional Certificate in Customer Success

TECHNICAL SKILLS

Microsoft Office Suite (Word, Excel)
Google Workspace (Docs, Sheets, Calendar, Drive)
Zoom, Trello, Slack, Asana
CRM Tools (Basic Knowledge)
Social Media Platforms (Facebook, Instagram)

LANGUAGES

English – Fluent