

JOACHIM NKEMDILIM

Lagos, Nigeria | +234 903 870 7226 | nkemdilimjoachim@gmail.com

REMOTE CUSTOMER SUPPORT SPECIALIST | VIRTUAL ASSISTANT

PROFESSIONAL SUMMARY

Dependable and highly organized remote professional with 3+ years of experience in virtual assistance, professional communication, research, documentation, and administrative support. Trained in customer support and client communication, with practical experience communicating professionally with clients and stakeholders in fully remote environments. Strong written English, attention to detail, problem-solving, organization, and accountability. Proficient in Google Workspace and modern remote collaboration tools, with a proven ability to manage multiple tasks, respond to requirements professionally, and consistently meet deadlines.

CORE COMPETENCIES

- Customer Support & Assistance
 - Customer Inquiry Handling
 - Client Communication
 - Professional Written Communication
 - Remote Customer Service
 - Email Communication
 - Virtual Assistance
 - Google Workspace
 - Administrative Support
 - Problem Solving
 - Active Listening
 - Information Management
 - Data Entry & Validation
 - Documentation & Records Management
 - Quality Assurance
 - Time Management
 - Task Coordination
 - Remote Collaboration
 - Accountability & Reliability
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PROFESSIONAL EXPERIENCE

Freelance Writer, Researcher & Virtual Assistant | Remote

2023 – Present

- Communicated professionally with clients and stakeholders in fully remote working environments.
- Provided virtual administrative support, including email management, calendar scheduling, document organization, and task coordination.
- Understood client requirements and provide clear, accurate, and professional responses.
- Conducted research and evaluate information from credible and verifiable sources to support client assignments.
- Reviewed and edited documents for clarity, consistency, grammar, formatting, and factual accuracy.
- Managed multiple concurrent assignments while consistently meeting project deadlines.
- Organized digital files and maintain efficient document-management systems.
- Responded professionally to client feedback and incorporate requested revisions.
- Maintained accountability for assigned tasks from initial instructions through final delivery.

Independent Research & Administrative Associate | Nigeria

2023 – Present

- Managed and organize more than 500 research and project documents using structured digital filing systems.
- Conducted data verification, quality assurance, and document validation to maintain high levels of accuracy.
- Prepared reports, presentations, spreadsheets, and professional documentation.
- Coordinated multiple research and administrative projects simultaneously.
- Collected, analyzed, organized, and interpret information from diverse sources.
- Improved documentation workflows to support operational efficiency.
- Maintained organized records and ensure information can be accessed efficiently when required.

Architectural Project & Administrative Assistant

2020 – Present

- Maintained project documentation, correspondence, and digital records.
- Supported project scheduling, document tracking, and administrative operations.
- Prepared technical reports, presentations, and project documentation.
- Collaborated with multidisciplinary teams to support timely delivery of project milestones.
- Maintained compliance with documentation and organizational standards.

EDUCATION

Bachelor of Science (B.Sc.) in Architecture

PROFESSIONAL TRAINING

Virtual Assistant Training

Customer Support Training

Training included:

- Customer Support
 - Client Communication
 - Executive Assistance
 - Calendar Management
 - Email Management
 - Internet Research
 - Document Preparation
 - Task & Project Management
 - Travel Planning
 - Remote Collaboration Best Practices
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TECHNOLOGY & DIGITAL TOOLS

Productivity: Microsoft Office, Google Workspace

Project Management: Trello, Asana, Notion, Calendly

Communication & Collaboration: Zoom, Google Meet, Microsoft Teams

Design & Content: Canva, Grammarly

AI Productivity: ChatGPT, Claude

KEY PROFESSIONAL STRENGTHS

- Communication: Strong written and professional communication skills, with experience communicating with clients and stakeholders remotely.
- Customer Support: Formal virtual-assistance training covering customer support and client communication, combined with experience understanding requirements and responding professionally.
- Organization: Experienced in managing large volumes of documentation, coordinating multiple assignments, and maintaining structured digital records.
- Accountability: Demonstrated ability to work independently, manage responsibilities remotely, meet deadlines, and maintain quality standards.

- Problem Solving: Experienced in researching information, evaluating sources, identifying relevant information, and resolving documentation and information-management challenges.
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ACHIEVEMENTS

- Authored and contributed to more than ten peer-reviewed academic publications across architecture, environmental design, industrial planning, and interdisciplinary research.
 - Successfully managed large volumes of documentation while maintaining high standards of quality and accuracy.
 - Delivered research, technical writing, and administrative projects within demanding deadlines for multiple clients.
 - Built a multidisciplinary professional background spanning virtual assistance, research, technical writing, administration, and operations support.
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LANGUAGES

- English (Nigeria) — Native/Fluent
- English (International) — Professional Proficiency
- Igbo — Native