


NNAMANI MARY CHINENYE

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OBJECTIVE

Virtual Assistant with experience, willing to provide efficient and effective assistance to clients through virtual support, while maintaining a high level of professionalism and customer satisfaction. Stay up-to-date on the latest virtual assistant technologies and tools, and apply them to my work. To work collaboratively with clients and colleagues to achieve common goals and objectives. Friendly Customer Service Representative ready to resolve any problem. Troubleshoots technical issues and educates on logistics and policies, allowing for customer satisfaction without unnecessary escalation of support calls. Willing to take on any task to support team and help business succeed. Offers strong [skill] and [skill] abilities.

EXPERIENCE

February
2023 -
March
2024

- **Virtual Assistant**

Digital Witch IT Support Community

- Manage calendars and schedule appointments.
- Manage emails and phone inquiries, ensuring prompt and professional responses.
- Generate B2B leads for potential clients and cold calling.
- Customer Service Representative

2021 -
2024

- **Customer Service Representative**

Chiney's Hair

- Served as a liaison between the business and customers by handling customer request.
- Handled customer complaints, provided appropriate solutions and alternatives within the time limit; follow up to ensure resolution.
- Built sustainable relationships and trust with customer through open and interactive communication.
- Kept records of customer interaction, process customer accounts and file documents.

EDUCATION

2015-
2019

- **Bachelor of Arts (B.A)**

University of Nigeria, Nsukka
Second Class

SKILLS

Lead Generation and proficiency in lead generation tools (LeadScrape, apollo.io, Go highlevel, octoparse).

100%

Knowledge of CRM Tools (hubspot, Zendesk, Freshdesk).

100%

Email Management

100%

Customer Relationship Management

100%

Appointment Setting

100%

Strong problem-solving and research skills.

100%

Computer Proficiency

100%

Live Chat Support

100%

Prioritization

100%

PERSONAL DETAILS

- Upwork Profile : https://www.upwork.com/freelancers/~01f6d4476cd1be77fd?mp_source=share

CERTIFICATION

- Digital Witch Support Community
- Customer Relationship Management (CRM)
- Human Resource Management (HRM)