

JUMOKE ADEDAYO

Lagos, Nigeria

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PROFESSIONAL SUMMARY

A results-driven Virtual Assistant and Customer Service Representative with proven experience supporting clients in fast-paced, remote environments. Skilled in Email and Calendar Management, Google Workspace, CRM tools, and Project coordination, ensuring smooth daily operations. I have successfully improved customer satisfaction by delivering prompt, professional support and maintaining organized workflow that boost productivity.

CORE COMPETENCIES

SOFT SKILLS

- Good communication skills
- Excellent interpersonal skills
- Effective time management and organization skills
- Team work and collaboration skills
- Attention to details
- Problem solving

TECHNICAL SKILLS

- Google Workspace
- Email Management and Inbox Organization
- Calendar and appointment scheduling
- CRM tools
- Project management tools
- Zoom and Google meet
- Slack

PROFESSIONAL EXPERIENCE

Role: Administrative Assistant

Organization: Career Crafters Academy

Achievements

- Reduced email response time by up to 70% through efficient inbox organization and prioritization.
- Improved scheduling efficiency by successfully managing multiple calendars and minimizing appointment conflicts.
- Increased overall productivity by streamlining administrative workflows and task management processes.

Role: Sales Supervisor

Company Name: Super Global Mall

Achievements

- Oversees the sales activities.
- Enhanced customer satisfaction by providing prompt, professional support and resolving client inquiries effectively.
- Contributed to improved team communication and collaboration in a remote work environment.
- Quick response to all calls and messages from the customers.

EDUCATION

Bachelor of Science in Physics with Electronic

Adekunle Ajasin University,

Akungba - Akoko, Ondo State, Nigeria.

Second Class Upper Division

CERTIFICATION

Career Crafters Academy

Certificate of completion as a virtual assistant