

Nnadozie Edith

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PROFILE SUMMARY

- **Experienced Administrative Professional:** Skilled in managing front desk operations, organizing schedules, and streamlining processes to improve workflow efficiency and enhance team productivity.
- **Customer Service Expert:** Proven ability to resolve customer inquiries and complaints, ensuring satisfaction and retention, with a track record of increasing engagement and driving sales through personalized communication.
- **Highly Organized Virtual Assistant:** Proficient in calendar and email management, lead generation, and using communication tools like WhatsApp Business and CRM systems to support business growth and maintain seamless operations.

WORK EXPERIENCE

Manager/Customer Service Rep. | Where Hair Dwells | June 2020 - December 2024

- Successfully managed daily operations for a thriving hair business, optimizing processes to improve efficiency, which resulted in a 20% increase in monthly revenue and a 15% reduction in operational costs.
- Oversaw all customer service activities, ensuring seamless communication and prompt issue resolution, leading to consistently high client satisfaction and an impressive 95% customer retention rate.
- Achieved consistent sales success by closing deals effectively, surpassing sales targets by 20%, while maintaining strong client relationships through exceptional service and personalized follow-ups.
- Designed and implemented innovative sales strategies, which not only boosted customer engagement but also drove a remarkable 25% increase in total sales within the first quarter of implementation.

Virtual Assistant | Digital Tools Practice Community | September 2023 - September 2024

- Delivered tailored support and assistance to clients, ensuring their needs were met efficiently and professionally, which resulted in an outstanding 95% customer satisfaction rate.
- Improved community engagement by mediating disputes, gathering customer feedback, and implementing resolutions, while leveraging social media analytics to identify trends and foster better community management.
- Boosted operational productivity by introducing advanced time management techniques, leading to a 20% reduction in response times for inquiries and ensuring faster, more reliable service delivery.

Customer Service Rep. | Redberry Cosmetics Co. Ltd | February 2018 - September 2023

- Resolved over 95% of customer inquiries and complaints on the first attempt, enhancing satisfaction and increasing customer retention by 20%.
- Processed 100+ customer orders weekly, reducing turnaround times by 25% through streamlined workflows and efficient task organization.
- Boosted team productivity by 15% by introducing better communication tools, ensuring smooth delivery processing, and improving customer interactions.
- Provided personalized product recommendations, driving a 30% increase in upsell opportunities and repeat purchases.
- Implemented process improvements in customer service operations, reducing inquiry response times by 10% and elevating the overall shopping experience.

Administrative Assistant | Egbunonu & Co. | April 2015 - January 2018

- Organized and maintained 500+ legal documents monthly, implementing a filing system that ensured 100% accuracy, quick access, and compliance, minimizing delays during case preparation.
- Scheduled 500+ client appointments annually, using digital tools to eliminate conflicts, optimize lawyers' productivity, and improve time management.
- Provided front desk support to 50+ clients weekly, handling inquiries and case updates professionally, boosting client satisfaction and retention by 15%.
- Streamlined office workflows, reducing document retrieval times by 25% through innovative organizational practices, and enhancing efficiency under tight deadlines.
- Coordinated legal proceedings, managing case materials, deadlines, and documentation, contributing to the successful completion of 200+ cases annually.

SKILLS

- **Customer Service Excellence:** Expertise in addressing customer inquiries and complaints promptly, achieving high satisfaction rates and building long-lasting customer relationships.
- **Order Management:** Skilled in managing high volumes of orders, ensuring timely and accurate delivery while reducing turnaround time through efficient workflow optimization.
- **Front Desk Support:** Capable of providing outstanding customer service as the first point of contact, enhancing client experiences and fostering retention.
- **Multitasking & Time Management:** Proficient in managing multiple tasks simultaneously, from scheduling appointments to handling customer service inquiries, ensuring efficient operations and meeting deadlines.

- **Process Improvement:** Experienced in identifying bottlenecks in workflows and implementing strategic solutions that increase productivity, reduce response time, and improve service delivery.
- **Team Coordination:** Adept at facilitating smooth communication and collaboration within teams, which boosts productivity and ensures seamless execution of tasks.
- **Product Knowledge & Upselling:** Knowledgeable in product offerings, providing tailored recommendations that drive sales growth, customer satisfaction, and repeat purchases.
- **Data & Document Organization:** Highly organized in managing legal documents and customer information, ensuring easy retrieval and compliance with accuracy standards.
- **Appointment Scheduling & Calendar Management:** Skilled in managing calendars and scheduling appointments with a focus on preventing conflicts and maximizing productivity.
- **Lead Generation:** Proficient in identifying and sourcing potential clients using web scraping, social media, and other tools, consistently generating high-quality leads to drive business growth.
- **Knowledge of CRM Tools:** Experienced in using CRM platforms to manage customer relationships, track interactions, and improve sales and customer support workflows effectively.
- **Email Marketing:** Skilled in crafting and executing targeted email campaigns to nurture leads, boost customer engagement, and drive conversions, utilizing email analytics to refine strategies.

EDUCATION

- CATEL Computer Institute | Anambra State | (DCA) - Diploma in Computer Applications

CERTIFICATIONS

- Virtual Assistant Program | African Leadership Xcelerator (ALX) | September 2024
- Accelerated Soft Skills Training | Jobberman | July 2024
- On-Demand IT Support | Digital Witch | April 2024
- Google IT Support | Google | Jan. 2024
- Customer Service: Supporting customers through Chat & Text | LinkedIn | November 2023