AMARA, GRACE CHINASA.

**ADDRESS**: UNN Staff Qtrs, University of Nigeria, Nsukka

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**Personal Profile**

Date of Birth 26/06/1992.

Nationality Nigeria

State of Origin Anambra

Marital Status Single

Sex Female.

**Professional Summary**: I am your dedicated Virtual Assistant for all things administrative, technical and creative. With passion for organization, innovation, and exceptional service, I am dedicated to helping busy professionals achieve their goals. Eager to bring my strong work ethic, skills and commitment to teamwork in order to achieve and improve organizational goals and fulfil managerial targets while obtaining professional excellence.

**ACADEMIC RESUME:**

* iDigit Computers (Microsoft suites, Google Workspace) **June 2018**
* **Certificate of National Service April, 2017**
* **University of Nigeria, Nsukka (UNN).**

B.Sc in Sociology and Anthropology (Second Class Honours, Upper Division) **July, 2015**

* **Ndams Secondary Commercial School Usumutong, Cross River State.**

**Senior Secondary Certificate Examination (O’Level) August, 2009**

* **Enugwuabor Primary School Ufuma.**

**First School Leaving Certificate (F.S.L.C.) August, 2002**

**WORK EXPERIENCE/ACHIEVEMENT POST HELD**

1. **- date Mindrift Toloka (remote) Data Entry Associate**

**Charged with**

* Assisting in training and shaping the AI model by preparing and labeling data, and fine turning model performance.
* Ensuring data accuracy, completeness and consistency by reviewing and correcting errors.
* Also ensuring data confidentiality, integrity and security by following organizational protocols

**2022-2024 Airtel Nigeria Sales Representative**

**2019-2023** **No Burn Global Administrative Assistant**

**My Experience and Impact**: As an already skilled Administrative Assistant with years of experience, I honed my skills in:

- Calendar management: Coordinated complex schedules for executives, ensuring seamless coordination and minimizing conflicts.

- Communication: Provided exceptional customer service, responding to inquiries and resolving issues via phone, email, and in-person.

- Data management: Maintained accurate records, files, and databases, both physical and digital, ensuring data integrity and confidentiality. Improved data accuracy and reduced errors, resulting in better decision making and business outcomes.

- Event planning: Successfully coordinated meetings, events, and projects, ensuring timely completion and success.

- Technical skills: Demonstrated proficiency in Microsoft Office, Google Suite, and other productivity software.

In general then, I'm excited I leveraged my expertise to support the company's success in ways like

* reducing administrative costs by 20% through efficient resource allocation and budgeting,
* improving meeting coordination efficiency by 25% through streamlined processes.
* And enhancing customer satisfaction ratings by 30% through prompt and effective issue resolution.

**2019**-**2020** **LEA Primary School, Phase III, Kubwa, Abuja.** (NPOWER Programme) **Asst. Class Teacher**.

**2018-2019** **Crystal Palace Hotel, Abuj**a **Front Office Manager**

Job includes; Receiving guests in accordance with the SOPs of the office, schedule the outcome of enquiries to relevant units, respond to customers’ complaints and develop plans for follow-up.

**2016- 2018** **CastaDiva LTD, Abuja.** (NYSC**) Administrative Assistant**

Job includes; Attend to clients with needs and ensure their needs are promptly met, gather information, sieve, and refer to the appropriate channel, receive incoming and outgoing correspondences, document and file accordingly, maintain accurate and up-to-date records and other data related entries, generating reports and providing supports for various administrative tasks like e-mail management, Travel arrangements and other required responsibilities such as appointment Scheduling.

I utilized Scheduling Tools like Google Calendar and Calendly to streamline scheduling process. I effectively managed appointment scheduling by focusing on client needs and confirming details. Key elements of my approach included:

* Engaging with clients to identify their preferences for timing and format.
* Sending detailed confirmation emails to ensure clarity and preparedness.

Follow-Up System

My follow-up system enhances relationships and ensures productive meetings through:

Pre-Appointment Reminders: Sending reminders 24-48 hours in advance to reduce no-shows.

Post-Appointment Follow-Up: Thanking clients and summarizing key discussion points and action items.

* I did regular check-ins by conducting monthly or quarterly check-ins to maintain relationships and assess ongoing needs.
* I collected client feedback and used them to improve the appointment-setting process overtime.

Generally, my structured approach led to strong client relationships, clear communication, and improved overall productivity.

**2009-2010 Rabana Supermarket, Calabar. Cash Point Supervisor.**

**Skills**

* Ability to learn fast and to impart.
* Ability to meet deadlines
* Ability to work under pressure
* Good interpersonal communication and leadership skills
* Ability to work independently and collaboratively as part a team`
* Critical Thinking and sound judgement ability

**Core Values:**

* Innovative and hard working
* Careful attention to details and efficient in presentation
* Time management
* Can work with less or no supervision

**Behavioural Qualities**

* Eloquent
* Reliable
* Adaptable
* Confident
* Assertive
* Integrity
* Efficient and Committed
* Customer focused
* Diversity and inclusion (non discriminative)

**Hobbies:** Researching, Travelling, Music, Cooking.

**REFEREES:**

* DCM. Victor C. Nwokolo. (Abuja)

FRSC HEAD QTRS

* Engr. Nestor Iheji (Lagos)

DPR, LAGOS