

PROFESSIONAL PORTFOLIO

IMMACULATE EZE

VIRTUAL ASSISTANT | CUSTOMER SUPPORT | ADMINISTRATIVE SUPPORT

Reliable, organized, and people-focused support for busy professionals and growing businesses.

CONTACT

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Location	Ikorodu, Lagos, Nigeria

MY PROFESSIONAL PROMISE

To help clients stay organized, communicate confidently with customers, maintain accurate records, and keep important day-to-day tasks moving forward.

No photograph included, as requested.

Professional Profile

I am a detail-oriented Virtual Assistant and Customer Support Professional with a background in Educational Management and training in virtual assistance. I enjoy helping people, organizing information, solving problems, and ensuring that tasks are completed efficiently.

My skills include communication, customer service, data entry, scheduling, information management, and administrative coordination. I am comfortable using digital productivity tools, learning new systems, and collaborating with teams remotely. I aim to help entrepreneurs, business owners, executives, and growing organizations save time and deliver excellent customer experiences.

Services I Offer

Administrative Support

- Email organization and inbox support
- Calendar management and appointment scheduling
- Document formatting, file organization, and record keeping
- Online research and day-to-day administrative coordination

Customer Support

- Responding to customer inquiries by email, chat, and phone
- Handling complaints professionally and empathetically
- Providing product or service information and following up
- Recording interactions and escalating complex issues when needed

Data Entry & Information Management

- Updating spreadsheets, databases, and customer records
- Working with Microsoft Excel and Google Sheets
- Checking information for accuracy and completeness
- Preparing and organizing digital documents

Communication & Digital Support

- Managing business messages and drafting professional replies
- Supporting social media communication
- Coordinating follow-ups and helping track pending tasks

Skills & Digital Tools

ADMINISTRATIVE	CUSTOMER SUPPORT	DIGITAL TOOLS
Organization and time management Scheduling and coordination Document management Task prioritization	Written and verbal communication Active listening Problem-solving Complaint resolution	Microsoft Word and Excel Google Docs and Sheets Google Drive / Workspace Salesforce CRM

Professional Background

My background includes customer service and teaching-related responsibilities that have strengthened my communication, patience, organization, planning, and problem-solving skills.

Through customer service work, I have developed the ability to respond to inquiries, understand customer needs, and work toward satisfactory resolutions. Teaching and administrative responsibilities have also helped me manage time, organize information, communicate clearly, and balance multiple tasks.

I bring these transferable skills to virtual assistance, customer support, and remote administrative roles. I am committed to learning each client's preferred processes and maintaining professional, dependable support.

Education & Certification

B.Sc. in Educational Management

Enugu State University of Science and Technology

Certification: Virtual Assistant Training Certificate

Portfolio Samples

The examples below demonstrate the type of work I can provide. They are illustrative portfolio samples, not claims of completed client assignments.

Sample 1 — Customer Email Response

Scenario: A customer contacts a business about an unresolved order issue.

Sample reply:

Dear Customer,

Thank you for contacting us. I apologize for the inconvenience you have experienced. I would be happy to help look into this matter. Please share your order reference number so I can assist you further. We appreciate your patience and look forward to helping resolve this for you.

Kind regards,
Customer Support Team

Sample 2 — Customer Inquiry Tracker

CUSTOMER	INQUIRY	STATUS	NEXT STEP
Customer A	Order update	In progress	Check delivery
Customer B	Product inquiry	Resolved	None required
Customer C	Payment complaint	Escalated	Await response
Customer D	Return request	Pending	Contact customer

Note: Customer names and records shown are fictional.

Sample 3 — Daily Schedule Coordination

TIME	TASK
9:00 AM	Review emails and prioritize tasks
10:00 AM	Respond to customer inquiries
11:00 AM	Schedule appointments and meetings
12:00 PM	Update spreadsheets and records
2:00 PM	Follow up on pending requests
3:00 PM	Organize documents and prepare reports

How I Work

- Understand the client's goals, expectations, and preferred ways of working.
- Agree on priorities, deadlines, and communication channels.
- Organize tasks and maintain accurate records.
- Provide clear progress updates and flag issues early.
- Handle confidential business and customer information responsibly.
- Review completed work for accuracy and completeness.

Why Work With Me?

Organized and dependable: I approach tasks with structure and attention to detail.

Customer-focused: I value respectful communication and positive customer experiences.

A fast learner: I am ready to learn new tools, systems, and business processes.

Adaptable: I can support a variety of administrative and customer service responsibilities.

Committed to improvement: I welcome feedback and work to improve the quality of my work.

Let's Work Together

I am seeking remote opportunities as a Virtual Assistant, Administrative Assistant, Executive Assistant, or Customer Support Specialist. I want to work with professionals and organizations that value organization, effective communication, reliability, and excellent customer service.

Need help organizing your workload, responding to customer inquiries, maintaining records, or keeping daily tasks on track? I would love to discuss how I can support your business.

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