

SEMILORE OGUNSOLA (NYLA)

Virtual Assistant, Customer Service Representative, Cold Calling/B2B Sales Manager &
Administrative Support Specialist
Lagos, Nigeria | 09079104979 | Semiloreogunsola1@gmail.com

PROFESSIONAL SUMMARY

Customer-focused professional with hands-on training and practical experience in virtual assistance, administrative support, customer support, phone, chat, and email communication, outbound calling, lead engagement, and appointment setting. Skilled in handling customer inquiries, resolving concerns, qualifying leads, managing objections, scheduling appointments, maintaining accurate CRM records, and following up consistently. Strong verbal and written communication skills, with the ability to learn new systems quickly and work effectively in remote environments.

CORE COMPETENCIES

- **Virtual Assistant & Administrative Support:** Calendar Management, Email Management, Data Entry, Document Preparation, Task Coordination, Workflow Organization
 - **Customer Service & CRM:** Customer Support, Inquiry Resolution, Customer Relationship Management, Escalation Handling
 - **Appointment Setting:** Calendar Scheduling, Lead Qualification, Appointment Confirmation, Follow-up
 - **Cold Calling & B2B Sales:** Outbound Calling, Prospect Engagement, Objection Handling, Persuasive Communication
 - **Communication:** Phone, Email & Live Chat Support, Active Listening, Professional Verbal & Written Communication
 - **Call Management:** High-Volume Call Handling, Call Scripts, Structured Call Flow, Target Achievement
 - **Tools & Productivity:** Freshdesk, Zendesk, Zoom, WhatsApp, Google Workspace, Google Sheets, Microsoft Office
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PROFESSIONAL EXPERIENCE

Customer Interaction & Sales Communication (Dover credit)

- Handled customer inquiries and objections professionally, using clear and persuasive communication to address concerns and support positive outcomes.
- Built customer trust and engagement through timely responses, structured communication, and consistent follow-up across messaging platforms.
- Improved customer decision-making by providing clear product explanations and addressing concerns using structured communication techniques.
- Maintained organized communication flow by documenting customer interactions to support accurate tracking and effective follow-up.
- Applied active listening, problem-solving, and relationship-building skills across customer interactions.

Cold Calling & Appointment Setting (Quark Financial Limited)

- Made high-volume outbound calls, with training and practical exposure to 100–200+ calls daily, using structured call flows and professional communication.
- Engaged prospects, qualified leads, handled objections, and guided conversations toward appointment-booking decisions.
- Scheduled and confirmed appointments with qualified leads through targeted communication and consistent follow-up.
- Applied call scripts and conversation frameworks while adapting communication to prospect responses.
- Documented customer and prospect interactions accurately to support tracking, organization, and follow-up.
- Used persuasive communication and objection-handling techniques to improve engagement and conversion confidence.

Virtual Assistant (Amigos)

- Provided comprehensive virtual assistant and administrative support, managing schedules, organizing digital files, and streamlining daily operational workflows.
- Delivered high-quality customer service support across multi-channel platforms for clients and internal teams.
- Executed B2B sales development and cold calling initiatives, driving prospect outreach and meeting scheduling targets.

EDUCATION

- **B.Sc. Computer Science**
Lagos State University, Iyana Iba