

SILVER SUNDAY

Virtual Assistant | Customer Service Representative | Remote Administrative

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SUMMARY

Detail-oriented and tech-savvy Virtual Assistant and Customer Service Professional with 3+ years of experience in fast-paced environments. Proven track record in email/chat support, CRM systems, customer issue resolution, and e-commerce operations. Adept at using tools like Zendesk, HubSpot, and Intercom to provide exceptional remote support and streamline client communication. Committed to helping businesses stay organized, respond quickly, and grow efficiently.

EXPERIENCE

- ❖ Sales & Advertising Assistant, Prex Nigeria Ltd May 2020 — May 2021
Lagos Nigeria
 - Marketed products to walk-in clients, helping increase monthly sales by 15%.
 - Created basic social media content and flyers to boost product visibility.
 - Collaborated with the sales team to meet daily sales targets and customer engagement metrics.
 - Monitored stock levels and recommended reorders based on customer preferences.
- ❖ Customer Service Representative, Bestow Pharm & Stores Jan 2021 — May 2023
Jabi, Abuja Nigeria
 - Resolved 80+ customer inquiries daily through phone and in-person interaction with 95% satisfaction rate.
 - Used Zendesk and Intercom to manage tickets, resolve complaints, and maintain customer communication history.
 - Escalated complex issues to senior staff and followed up to ensure resolution.
 - Handled POS transactions and maintained daily accuracy in inventory logs.
 - Assisted in updating customer records in HubSpot CRM and improved follow-up processes
- ❖ Freelance Virtual Assistant (Part-Time), Self-Employed – Remote | 2023 – Present Jan 2025 — Current
Remote
 - Handled email and calendar support for small business clients.
 - Provided customer service through chat tools and helped manage client CRM.
 - Designed basic templates in Canva and organized documents via Google Drive.

EDUCATION

- ❖ Universal school of Aviation 2022 — 2022
Cabin crew initial, Abuja Nigeria
- ❖ Alison Learning 2025 — 2025
Introduction to customer service Excellence, Online

SKILLS

Calendar & Email Management ❖❖❖❖❖

CRM Tools: Zendesk, HubSpot, Intercom
❖❖❖❖❖

Complaint Resolution ❖❖❖❖❖

Social Media Support (Basic Canva) ❖❖❖❖❖

Data Entry & File Organization ❖❖❖❖❖

POS Handling & Inventory Management
❖❖❖❖❖

Virtual Assistant Support ❖❖❖❖❖

Customer Relationship Management .. ❖❖❖❖❖

Email & Chat Support ❖❖❖❖❖

E-commerce Order Processing ❖❖❖❖❖

Multitasking in High-Volume Environments
❖❖❖❖❖

Adaptability & Teamwork ❖❖❖❖❖

CERTIFICATIONS AND LICENSES

- Introduction to customer service Excellence
- Cabin crew initial

LINKEDIN

<https://www.linkedin.com/in/silversunday>

REFERENCE

Reference available upon request