

Henrietta Gbone Onemokpe

Junior Virtual Assistant & customer service| Data entry

SUMMARY

A capable Virtual Assistant with over a year of experience in providing exceptional support to teams and businesses. Demonstrates expertise in CRM and client management, lead generation, email marketing, customer support, project coordination, automation, and process optimization. Possesses a strong proficiency in a suite of key tools including HubSpot, Apollo, Lemlist, and Trello, combined with certifications in virtual assistance. Experience in customer-facing roles and administrative support further showcases adaptability and commitment to excellent service. Notably recognized for upskilling efforts during a career break.

TECHNICAL SKILLS

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|--------------------------------------------------|------------------------------------------------------------------|
| Main Technical Skills | Customer Service, Google Workspace, Zapier, Data Entry, LiveChat |
| Cloud Platforms, Services & Computing | Zapier |
| Google Cloud Platform | Google Workspace |

WORK EXPERIENCE

Administrative Assistant, Educational Support and Administration

Duration: Jan 2021 – Sep 2022

Summary: Provided daily care and supervision for children in an educational environment

Responsibilities: Ensuring a safe and engaging environment, maintaining communication with parents, assisting teachers with classroom organization and activity coordination, handling attendance records and parent inquiries

Customer Service Assistant, Customer Service and Store Support

Duration: Nov 2022 – Jun 2024

Summary: Assisted customers with their shopping experience and addressed complaints in a retail setting

Responsibilities: Ensuring customer satisfaction during buying and checkout, resolving product-related concerns, maintaining a friendly shopping environment, supporting store operations including restocking and organizing inventory

CERTIFICATION

- **Certified Virtual Assistant**
- Digital Witch
- 2025

