



# 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

<b>Main Technical Skills</b>	Customer Service, Google Workspace, Zapier, Data Entry, LiveChat
<b>Cloud Platforms, Services &amp; Computing</b>	Zapier
<b>Google Cloud Platform</b>	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

