**JOY CHUKWU**

 **VIRTUALASSISTANT**

**LINKEDIN URL**:<https://www.linkedin.com/in/joy-chukwu>

 **Email:** joyorah2222@gmail.com  **Mobile:** 09032638759

**PROFESSIONAL SUMMARY:** Experienced Virtual Assistant offering personalized support, efficient task management, and proactive solutions to enhance business productivity and client satisfaction.

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  **EDUCATION**

**National Open University Of Nigeria** Ogun-State, Nigeria

Bachelor In Education; GPA: 4.2 **February 2018-January2021**

**Our Lady Of Apostle Sec. Sch**  Ogun- State, Nigeria

Senior School Leaving Certificate **September 2007-July2013**

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**TOOLS/SOFTWARE:** Intercom, Freshdesk, Hubspot, Microsoft Teams, Google Workspace, Outlook

**SOFT SKILLS:** Communication, Active Listening, Empathy, Conflict Resolution2

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 **WORK EXPERIENCE**

**Apostle TV** YOUTUBE(REMOTE) VIRTUAL CHAT SUPPORT **JANUARY 2022- MARCH 2024**

As a Virtual chat support personnel, I engaged with viewers, resolved issues, and ensured a respectful environment. My role involves welcoming new users, addressing questions, and moderating chats to reflect our values.

I gathered feedback from the team, to improve the content and promote a supportive community.

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 **INTERNSHIP**

**DIGITAL WITCH SUPPORT COMMUNITY** REMOTE

VIRTUAL ASSISTANT APRIL-JUNE 2024

Provided efficient administrative support, managed client communications, scheduled appointments, handled data entry and maintained organized digital files. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CERTIFICATION**

* Digital Witch Academy  **IT SKILLS**
* GREAT LEARNING **Customer Support**

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**INTERESTS**

Singing and reading articles