

# BALOGUN ABISOLA

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## PROFESSIONAL SUMMARY

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- Detail-oriented and systems-driven Virtual Assistant with 3 years plus hands-on experience supporting administrative operations, customer communication, and workflow coordination in fast-paced environments.
- Strong written and spoken English communication, proactive problem-solving, and operational ownership; able to anticipate needs, ask the right questions early, and improve processes continuously.
- Adept at using digital tools such as Notion, CRM systems, Google Workspace, spreadsheets, and task management systems to stay organized and productive while working remotely.
- Skilled in managing high-volume tasks, coordinating across teams, and maintaining clean, auditable records.
- Skilled in resolving complex customer issues, improving retention, and maintaining high satisfaction while handling high-volume tasks.
- Equipped with a personal laptop, monitor, stable internet connection, and excellent organizational skills to support daily business operations effectively.

## SKILLS

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- Virtual Assistance and Administrative Support
- Data Entry, Verification and Reporting
- Workflow and Task Management Systems (Notion, Trello, Asana)
- Follow-ups, Task Tracking, and Accountability Systems
- CRM and Customer Support Tools (HubSpot, Zendesk, Salesforce, Intercom)
- Customer Support (Email, Chat)
- Project Coordination and Operational Support
- Ethical Conduct and Professionalism
- Teamwork and Adaptability
- Reliable and Punctual
- Strong Attention to Detail
- Initiative
- Internet Research
- Team Collaboration
- Adaptability and Fast Learning
- Problem Solving and Decision Making
- Communication (Clear, Structured and Professional)
- Multitasking and Time Management
- Analytical Thinking
- Organizational Discipline
- Documentation, SOP Creation and Process Improvement
- Stakeholder and Vendor Coordination
- Google Workspace
- Microsoft Office
- Canva (Presentation, Documents, Visual Assets)
- Accurate and Fast Typing (40+ WPM)

## PROFESSIONAL TRAINING PROGRAM AND VOLUNTEER EXPERIENCE

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### ALX Africa

#### Virtual Assistant Program

2024

- Digital communication, productivity tools, documentation, and CRM usage.
- Remote work best practices.
- Professional email writing, scheduling, research, and remote coordination.
- Digital tools, remote productivity, client communication, and project support.
- Digital skills, problem-solving, teamwork, and professional communication.

#### myPally (Online Business Support)

2023 - 2024

#### Virtual Assistant / Operations and Customer Support Remote

- Managed high-volume customer inquiries across social platforms, ensuring fast, structured, and professional responses.

- Built and maintained organized tracking systems for orders, follow-ups, pending actions, and customer requests.
- Coordinated order processing, payment confirmation, and delivery tracking to ensure smooth operations.
- Maintained accurate CRM records and customer databases for easy tracking and reporting.
- Proactively followed up on pending tasks, reducing delays and improving completion rates.
- Identified gaps in workflow and introduced better tracking and communication systems.
- Conducted product and market research to support decision-making and improve positioning.
- Used tools such as Google Sheets, Notion, and CRM systems to maintain structured workflows.
- Demonstrated strong ownership by ensuring no task or communication was left unresolved.

## **Cupcake Queen**

2024 - 2025

### **Administrative and Operations Support**

Doha, Qatar

- Served as the first point of contact, managing customer communication professionally across walk-in, phone, and digital channels.
- Coordinated orders between customers and production teams, ensuring accuracy and timely delivery.
- Maintained structured documentation for orders, customer interactions, and internal processes.
- Improved workflow clarity by organizing records and ensuring easy tracking of ongoing tasks.
- Handled customer concerns with strong judgment, resolving issues and retaining dissatisfied clients.
- Supported scheduling, reporting, and administrative coordination across operations.
- Assisted in creating customer-facing materials and internal documents using Canva.
- Ensured consistent follow-ups on orders, requests, and unresolved issues.
- Demonstrated strong attention to detail in managing records, documentation, and communication.

## **Administrative Support / Class Teacher**

2023 - 2024

### **NYSC Program**

- Managed records, schedules, and communication workflows in a structured environment.
- Built organized systems for tracking tasks, documents, and responsibilities.
- Coordinated communication between stakeholders while maintaining clarity and accuracy.
- Ensured documentation was complete, updated, and easy to retrieve.
- Demonstrated reliability by consistently meeting deadlines and managing multiple responsibilities.

## **Me Cure Healthcare Limited**

2021

### **Laboratory and Documentation Intern**

Ibadan, Nigeria

- Maintained accurate documentation and data records in a compliance-driven environment.
- Supported workflow tracking and process coordination within laboratory operations.
- Demonstrated strong attention to detail and adherence to structured procedures.
- Assisted in data verification, reporting, and maintaining operational accuracy.

## **Volunteer**

2024

### **World Diabetes Day Walkathon**

Doha, Qatar

- Participated in organizing and supporting the World Diabetes Day Walkathon, promoting public awareness of diabetes prevention and healthy living.
- Assisted with event coordination, participant registration, and logistics to ensure smooth execution.
- Collaborated with multicultural team, enhancing communication, teamwork, and organizational skills.

- Demonstrated commitment to social impact, wellness advocacy, and community service.

## **EDUCATION**

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- **BSc. in Microbiology:** Osun State University, Nigeria 2023
- **National Youth Service Corps** 2024
- **West African Examinations Council:** Triumph College 2017

## **LANGUAGES**

English – Native / Fluent