# Ayomide Ezekiel Oyewale

Virtual Assistant | Data Entry Assistant | Customer Service Representative

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## Profile Summary

Detail-oriented professional with experience in auditing, financial analysis, virtual assistance, customer service, and data management. Skilled in compliance audits, client communications, and administrative support to optimise operations. Proficient in CRM platforms, data entry, research, and Microsoft Office Suite. Known for accuracy, adaptability, and delivering results in fast-paced environments.

## Industry Skills

- **Financial & Audit Skills:** Auditing, Financial Analysis, Internal Controls, Risk Management, Reporting
- **Data & Analytical Skills:** Data Analysis, Data Entry, Attention to Detail
- **Technical & Digital Skills:** Web Development, HTML, CSS, MS Word, MS Excel, MS PowerPoint, Calendar & Email Management, Online Research, CRM Management, Document Preparation
- **Soft Skills & Professional Competencies:** Communication Skills, Problem Solving, Team Collaboration, Time Management, Adaptability, Continuous Learning, Organizational Skills, Task Prioritization, Customer Service

## Professional Experience

**Junior Auditor** **Feb 2024 – Present**
**Acceber Consulting** **Ikeja, Lagos**

- Conducted thorough preliminary audits of financial records, ensuring full compliance with regulatory requirements and company policies, which enhanced accuracy and reduced compliance risks.
- Assisted in high-priority forensic financial investigations, analysing complex datasets to uncover discrepancies, detect potential fraud, and support timely corrective actions.
- Prepared clear, comprehensive audit reports that provided actionable recommendations, enabling stakeholders to strengthen financial controls and improve operational efficiency.
- Supported the development and implementation of robust internal control frameworks, contributing to improved financial accountability and a measurable reduction in risk exposure.
- Partnered with senior auditors during fieldwork to verify the accuracy of financial documentation, maintain well-organised audit records, and ensure timely delivery of audit findings to clients

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**Data Entry Specialist & Customer Messaging Control** **July 2025–Sept2025**
**CVtoCareer** **(Remote)**

- Accurately input, update, and manage client data using spreadsheets and CRM tools, ensuring data integrity and supporting seamless workflow across teams.
- Conduct targeted online research and assist in preparing tailored job applications for international clients, enhancing their competitiveness in the global job market.
- Monitored and managed client communications via JustCall and CRM platforms, handling inquiries professionally, guiding expectations, and ensuring timely follow-ups.
- Maintained organised daily records, tracked work hours using Hubstaff, and generated progress reports to support performance monitoring and project accountability.
- Collaborated closely with team leads and members via Slack and other communication tools to coordinate tasks, resolve client issues efficiently, and ensure service excellence.

**Virtual Assistant** **Jan 2023 – Jan 2024**
**Elite Business Solutions** **Ikeja, Lagos**

- Provided comprehensive administrative support, managing calendars, scheduling meetings, and coordinating travel arrangements to ensure smooth daily operations.
- Handled high-volume email and call management, responding promptly to inquiries and routing communications to the appropriate departments for swift resolution.
- Conducted market survey and competitor research to meet client needs and support client decision-making, preparing concise reports and actionable insights.
- Managed document preparation, data entry, and file organisation using cloud-based tools, improving information accessibility and workflow efficiency.

- Coordinated virtual meetings and webinars via Zoom and Microsoft Teams, managing technical logistics and ensuring seamless participant experiences.

**Sales Assistant & Customer Service Representative** **2010 – 2015**
**To God Be The Glory** **Ibadan, Oyo State**

- Delivered exceptional customer service in a combined pharmaceutical and provisions retail store by assisting clients with purchases, addressing inquiries, and providing tailored product recommendations to enhance satisfaction.
- Accurately processed daily sales transactions, managed stock levels to ensure consistent product availability, and maintained a clean, appealing store layout to optimise the shopping experience.
- Built strong communication and interpersonal skills through daily customer engagement, fostering loyalty and encouraging repeat business.
- Coordinated with team members and other departments to organise inventory, restock shelves promptly, and support smooth day-to-day store operations.
- Resolved customer concerns quickly and professionally, escalating prolonged issues when necessary to maintain service standards and strengthen brand reputation.

## Licenses and Certifications

Internal Auditing – Allison (2024)

## Education

**Bachelor's Degree in Fisheries and Aquaculture** **2023**
Federal University of Oye Ekiti Ekiti State, Nigeria