Evelyn Nwakaego Chegwe

Customer Relations · Virtual Assistant · Administrative Operations

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PROFILE

Customer relations and administrative professional with 15+ years handling high-volume inbound and outbound communication, front-facing client support, and day-to-day operations across corporate, energy, and service environments. Manages 70 to 100 calls weekly in a current coordination role supporting a 2,000-member organisation, handling enquiries, event logistics, and member communication across phone, WhatsApp, and digital platforms. Known for staying calm under pressure, building rapport quickly, and keeping operations running without close supervision.

CORE COMPETENCIES

Inbound and Outbound Calls	Customer Relationship Management	Virtual Assistance
Administrative Support	Enquiry and Issue Resolution	Scheduling and Calendar Management
Client Onboarding and Retention	Email and WhatsApp Communication	Data Entry and Records Management
Event Coordination and Outreach	Cash Handling and Financial Documentation	Microsoft Office Suite
Google Sheets and CRM Tools	Independent Remote Working	

PROFESSIONAL EXPERIENCE

Customer Care Representative

Aug 2026 – Sept 2026

Alfortal Healthcare · Lagos, Nigeria

Preventive Healthcare and Digital Navigation Services

- Respond to patient, member, and provider inquiries through phone, email, chat, SMS, and patient portal systems.
- Schedule, confirm, reschedule, and cancel appointments based on provider availability and internal scheduling rules.
- Verify insurance eligibility, benefits, referrals, and prior authorization status using approved payer portals or internal systems.
- Support billing and appointment workflows by answering approved questions about statements, copays, balances, payment options, and account status.
- Document interactions accurately in the EHR, CRM, practice management system, or case management platform.
- Route clinical questions to licensed staff and escalate urgent, sensitive, or unresolved issues according to internal protocols.
- Update patient demographics, contact information, insurance details, and communication preferences when permitted.

Administrative and Call Centre Coordinator 2018 – Aug 2026

Word of Faith Christian Center · Lagos, Nigeria

Ongoing volunteer coordination role supporting a 2,000-member organisation

- Handles 70 to 100 inbound and outbound calls weekly, responding to member enquiries, resolving concerns, and routing compl ex issues to the appropriate department without escalation delays.
- Manages communication across phone, WhatsApp, and internal CRM tools, maintaining accurate records of member interactions and follow-up actions.
- Coordinates university enrolment enquiries end to end, guiding prospective students through the process and ensuring timel y responses at each stage.
- Supports the planning and execution of annual church programmes and outreach events for a congregation of 2,000 members, coordinating logistics, communication, and attendance tracking across departments.
- Works independently to manage recurring administrative tasks including scheduling, correspondence, and documentation with minimal supervision.
- Maintains Google Sheets trackers for member records, event logistics, and follow-up schedules.

Secretary and Administrative Assistant December 2010 – 2014

Cedartechno · Lagos, Nigeria · IT Hardware Solutions

- Provided administrative and front-desk support across a 20-person team covering sales, engineering, HR, and executive functions, serving as the primary coordination point between departments.
- Managed client-facing communication for an IT hardware solutions business, handling enquiries, following up on outstanding actions, and maintaining client satisfaction across the account base.
- Prepared and distributed meeting minutes for a 15-person sales and engineering team, tracking action points and following up with responsible parties to ensure completion.
- Coordinated schedules, appointments, and internal communications for the CEO and senior team, managing competing priorities and keeping daily operations on track.
- Maintained inventory records for office supplies and IT hardware, monitoring usage and initiating procurement requests to prevent shortfalls.

Assistant Cash Officer May 2007 – 2009

Hudson Pacific Energy · Lagos, Nigeria

- Processed daily cash transactions ranging from NGN 1M to NGN 7M within a 30-person team, maintaining accuracy across all financial documentation and end-of-day reconciliation.
- Handled customer-facing financial interactions with accuracy and discretion, contributing to reliable service delivery in a high-transaction environment.
- Supported client engagement activities including identifying prospective customers and communicating the company's energy services offering.
- Maintained financial records and inventory documentation, ensuring compliance with internal controls and audit requirement s.

TOOLS AND SKILLS

- Microsoft Word, Excel, PowerPoint
- Google Sheets and Google Workspace
- WhatsApp Business Communication
- Internal CRM and Records Systems
- Phone Systems and Call Management
- Email and Digital Correspondence
- Data Entry and Documentation
- Scheduling and Calendar Coordination

EDUCATION

Computer Science Studies · Lagos State University
2004 – 2007

Senior School Certificate (WASSCE/GCE) · Penny International College Orile-Iganmu, Lagos ·
2001