OMONIYI OLUWATOBILOBA ESTHER

Project Assistant | Administrative Support | Virtual Assistant

Oyo State, Nigeria | 09060490923 | omoniyitobi4141512@gmail.com

PROFESSIONAL SUMMARY

Organised and dependable administrative and customer support professional with experience in remote loan collection, customer communication, follow-ups, record handling and front-desk operations. Trained in virtual assistance, including data entry and verification, online research, email and calendar management, and the use of Microsoft Office and Google Workspace tools. Able to manage routine tasks, maintain accurate information, communicate professionally and work independently with little supervision. Seeking to contribute these skills as a Project Assistant.

CORE SKILLS

- Administrative and operational support
- Data entry, verification and record keeping
- Online research and information gathering
- Task tracking and follow-up coordination
- Email and customer communication
- Scheduling and calendar management
- Documentation and attention to detail
- Microsoft Word, Excel and PowerPoint
- Google Docs, Sheets and Calendar
- CRM and customer support tools
- Time management and prioritisation
- Independent remote work

PROFESSIONAL EXPERIENCE

Remote Loan Collection & Customer Service Representative — **Rubystar Loan Company**

May 2024 – June 2026

- Handled customer calls and follow-ups regarding outstanding loan balances, communicating clearly and professionally.
- Maintained customer-related information and followed established procedures when documenting interactions and collection activities.
- Used active listening, patience and problem-solving to respond to customer questions and encourage timely resolution.
- Managed daily communication tasks remotely while working towards assigned follow-up and collection targets.
- Built rapport with customers and handled sensitive conversations with professionalism and discretion.

Hotel Receptionist / Housekeeping Support — **Jen's Hotel & Suites**

2019 – 2024

- Welcomed guests, responded to enquiries and supported a positive customer experience.
- Assisted with bookings and front-desk communication, helping ensure guest requests were attended to.
- Supported daily hotel operations through room preparation, cleaning and maintaining orderly guest areas.
- Followed routine procedures, managed assigned responsibilities and worked with colleagues to keep operations running smoothly.

VIRTUAL ASSISTANT TRAINING

Completed training in administrative support, data entry and verification, online research, customer communication, email and calendar management, and productivity tools.

- **Tools Practised:** Microsoft Word, Excel and PowerPoint | Google Workspace | Customer support and CRM platforms | Email and calendar management tools

EDUCATION

Ordinary National Diploma (OND), Hospitality Management Technology
Rufus Giwa Polytechnic, Owo, Ondo State

PROFESSIONAL STRENGTHS

- Reliable and detail-oriented
- Strong communication and interpersonal skills
- Patient and empathetic
- Fast learner
- Good organisational and time-management skills
- Able to work with little or no supervision
- Comfortable handling responsibilities in a remote work environment