

CHERISH ONYE

Anambra, Awka, Nigeria

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PROFESSIONAL SUMMARY

Customer-focused Administrative & Operations Virtual Assistant with experience in customer support, administrative coordination, data management, and workflow optimization. Skilled in handling customer inquiries, managing schedules, maintaining records, and delivering excellent client experiences in remote environments. Proficient in Google Workspace, Microsoft Office, and collaborative tools, with strong communication, organization, and problem-solving skills.

CORE SKILLS

Customer Success • Customer Support • Email & Chat Support • Client Relationship Management • Customer Onboarding • Administrative Support • Operations Coordination • Data Entry • Google Workspace • Microsoft Office • Calendar Management • Documentation • Problem Solving • Communication • Time Management • Team Collaboration

PROFESSIONAL EXPERIENCE

Administrative & Operations Virtual Assistant | Remote

Oct 2025 – Mar 2026

- Respond to customer inquiries via email and chat, ensuring timely resolution.
- Manage calendars, appointments, records, and administrative workflows.
- Support customer onboarding and maintain accurate documentation.
- Prepare reports, organize data, and improve operational efficiency.
- Collaborate remotely while managing multiple priorities and deadlines.

Freelance Administrative Support Assistant | Remote

Aug 2024 – Sept 2025

- Provided administrative support, document preparation, and data entry for clients.
- Maintained accurate records and delivered projects within deadlines.
- Built positive client relationships through professional communication and reliability.

PROJECTS

Client Content Support Project

- Developed 50+ short-form scripts and written content tailored to client objectives and target audiences.
- Maintained consistent communication with clients throughout projects, contributing to a project completion rate of over 95%.
- Researched and incorporated client feedback to improve content quality and relevance, resulting in fewer revision requests on repeat projects.

EDUCATION

NNAMDI AZIKWE UNIVERSITY AWKA

Bachelor of Science in DOCTOR OF PHYSIOTHERAPY | I

LANGUAGES

English — Native/Professional Proficiency

Spanish — Professional Working Proficiency

CERTIFICATIONS

Google Digital Skills for Africa

Virtual Assistant Certification