

BLESSING BASSEY INYANG

SUMMARY

Tech-savvy Virtual Assistant and Customer Service Officer with banking experience. Skilled in managing inbound and outbound communications, responding to emails, handling inquiries and resolving issues efficiently. Adept at using CRM tools, Microsoft Office Suite, Google Workspace, K2 Workspace, Finacle and others.

PERSONAL DATA

Sex: Female

Marital Status: Single

Email: blessingbolingo@gmail.com

Phone: 08162965208

Language Spoken : English and

Ibibio

State of Origin: Akwa Ibom State

Address: Lagos, Nigeria

WORK EXPERIENCE

Parallex Bank,

Ikeja, Lagos State Nigeria (July 2025-Till date)

Customer Service Officer (Contact centre)

Responsibilities :

- Handled high-volume inbound calls, addressing customer inquiries, complaints, and service requests promptly and professionally.
- Conducted outbound calls for follow-ups, issue resolution, feedback collection, and customer engagement.

- Managed social media live chat platforms, providing real-time support and ensuring timely responses to customer concerns.
- Responded to and drafted professional customer emails, ensuring clarity, accuracy, and proper documentation.
- Escalated complex issues to relevant departments while maintaining ownership until resolution.
- Maintained accurate records of customer interactions using CRM systems.
- Achieved service targets including response time, resolution rate, and customer satisfaction scores.
- Demonstrated strong communication, empathy, and problem-solving skills in handling diverse customer needs.

Sales Material Creator (Remote)

PashioneInc (Start-up company specialized in African print fabrics, jewellery, shoes, and accessories)

Responsibilities:

- Developed engaging and visually appealing sales materials (flyers, brochures, product descriptions) to showcase products.
- Collaborated with the marketing team to ensure sales content aligned with brand vision and target audience.
- Created promotional content for digital platforms, enhancing customer engagement and driving product awareness.
- Assisted in organizing product presentations for potential clients, emphasizing product uniqueness.
- Researched market trends to adapt sales materials to emerging consumer preferences.

EDUCATION

Federal University of Technology

Owerri, Imo State, Nigeria

B.Tech Biochemistry (2023)

CERTIFICATE

Nysc Discharge Certificate (2025)

Alx Virtual Assistant Program (2024)

SKILLS

Google workspace (Slides, doc, sheet)

Microsoft office(Excel, words, outlook, teams, power point)

K2 Workspace

CRM Tools

Finacle

Communication

Professionalism

Attention to detail

Teamwork and collaboration

REFEREES

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