

OKOLI ONYINYE PEACE

Administrative Support, CRM, Executive & Operational Support

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Anambra State, Nigeria

PROFESSIONAL SUMMARY

Administrative & Executive support with 3+ years of dedicated service providing and also managing daily administrative activities, maintaining records and coordinating tasks across remote and on-site environments. Skilled in calendar and email management, document preparation, data entry, customer database management, CRM support, ticket management and customer communication. Comfortable working with Google Workspace, Microsoft Office, Zendesk, HubSpot and other digital tools. Known for being organized, attentive to detail, dependable with follow-ups and quick to learn new systems.

CORE COMPETENCIES

Administrative & Executive Support

- Calendar & Email Management
- Document Preparation • File & Folder Organization
- Follow-ups
- Task Coordination

Data & Client Operations

- Data Entry & Record Management • Report Preparation • Lead Tracking
- Client Information Management • Customer Database Management • Online Research

Communication & Customer Support

- Customer Support • Ticket Management • Client Communication • CRM Support
- Email Communication • Customer Follow-up • Lead Tracking • Reports

DIGITAL TOOLKIT

- Microsoft Office Suite • Google Workspace • Microsoft Teams • Zoom
- Zendesk • Hubspot
- Canva • Figma

PROFESSIONAL EXPERIENCE

Virtual Assistant | Nov 2024 – Jul 2025

Exulted Eagles Nigeria | Remote | Full Time

- Performed data entry and maintained accurate records and documentation
- Reviewed and updated reports to ensure accuracy and completeness
- Organized and managed digital files and business records
- Supported daily administrative operations using Microsoft Office and Google Workspace

Personal Assistant to Managing Director | Jan 2018 – Dec 2021

Sonvic Table Water | Hybrid | Full-Time

- Managed executive calendar, appointments, and daily scheduling
- Prepared reports, meeting notes, and handled business correspondence
- Coordinated daily activities and supported timely task completion
- Maintained organized and confidential records and documents

EDUCATION

Bachelor of Science in Economics

Delta State University, Abraka, Delta State, Nigeria – 2026

CERTIFICATIONS

Microsoft Office Suite Certification

Microsoft Office Academy, Delta State University – 2023

ADDITIONAL INFORMATION

- **Languages:** English (Fluent)
- **Work Preference:** Remote, Hybrid, or On-site opportunities
- **Time Zone:** Flexible for global coordination
- **Availability:** Open to Administrative, Executive Support, Personal Assistant, Virtual Assistant and any Operation Support Roles