

# AKANNI ROFIAT MOYOSORE

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## Summary

- Virtual Assistant with exceptional communication and problem-solving skills.
  - Skilled in schedule and inbox management with strong organizational capabilities
  - Customer Service and Administrative Officer
  - Proficient in advanced Microsoft Office tools, coupled with time management and confidentiality expertise.
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## Work Experience

### Administrative Virtual Assistant (Trainee)

*African Leadership Xcelerator (ALX) | Remote*

*Sep 2024 – Nov 2024*

- Mastered inbox and calendar management for efficient workflow.
- Prepared detailed travel booking itineraries.
- Conducted effective Internet research.
- Gained hands-on experience in data entry and task organization.

### Customer Support Representative

*Amazing Professional Consult | Hybrid*

*May 2023 – Jan 2024*

- Resolved over 50 customer inquiries weekly, achieving a 95% satisfaction rate through empathetic communication.
- Processed 20+ service requests daily, reducing response times by 40% and maintaining 98% SLA adherence.
- Assisted in onboarding over 500 new customers quarterly, increasing retention by 20%.
- Conducted weekly follow-ups with 30+ high-priority customers, boosting loyalty and retention rates by 25%.

## Education & Certifications

### **Agile Project Management**

*Hewlett Packard Academy*

*Nov 2024*

### **Effective Presentation Skills**

*Hewlett Packard Academy*

*Nov 2024*

### **Virtual Assistant Training Programme**

*ALX Africa |*

*Sep 2024*

### **Higher National Diploma (HND) in Animal Health and Production Technology**

Federal College of Animal Health and Production Technology, Moor Plantation, Ibadan, Oyo State, Nigeria

2020

### **National Diploma (ND) in Animal Health and Production Technology**

Federal College of Animal Health and Production Technology, Moor Plantation, Ibadan, Oyo State, Nigeria

2016

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## Skills

- **Administrative Expertise:** Calendar management, document preparation, and editing.
- **Communication:** Effective written and verbal communication skills.
- **Customer Service:** Excellence in resolving inquiries and fostering customer loyalty.
- **Organizational Skills:** Travel coordination, confidentiality, and time management.
- **Technical Proficiency:** Advanced Microsoft Office and problem-solving capabilities.