



BETTY OLLA ADEOLA

Virtual Assistant | Administrative Support |
Customer Service Professional

Phone: +971 543 870 234

Email: Bettyolla100@gmail.com

Location: UAE

PROFESSIONAL SUMMARY

Professional customer service and administrative support specialist with experience in reception, hospitality, customer relations, and office coordination. Skilled in email management, data entry, scheduling, customer communication, record keeping, social media support, and administrative assistance. Adept at working independently, maintaining professionalism, and delivering excellent client experiences. Seeking a remote opportunity as a Virtual Assistant, Administrative Assistant, Customer Support Representative, or Data Entry Specialist.

CORE SKILLS

Virtual Assistance • Administrative Support • Customer Service • Data Entry • Email Management • Calendar Management • Microsoft Office • Google Workspace • Online Research • Social Media Support • Communication Skills • Time Management • CRM Systems • Customer Relationship Management • Team Collaboration • Record Keeping

PROFESSIONAL EXPERIENCE

Waitress – Ramee Dream Hotel, UAE

- Delivered exceptional customer service in a fast-paced hospitality environment.
- Handled customer inquiries, requests, and complaints professionally.
- Maintained accurate records and coordinated with team members to ensure smooth operations.
- Demonstrated strong communication, multitasking, and problem-solving skills.

Receptionist – Havana Hotel, Nigeria (2019–2021)

- Managed front desk operations and guest communications.
- Scheduled appointments and maintained records.
- Responded to phone calls, emails, and customer inquiries.
- Processed administrative documentation and maintained filing systems.

Customer Service Representative – Bay Rock Club, Lekki, Nigeria (2018–2019)

- Assisted customers and resolved concerns efficiently.
- Maintained customer records and supported daily administrative activities.
- Built positive client relationships through professional communication.

Intern – Sharjah Airport, UAE

- Assisted with customer-facing operations and administrative duties.
- Supported team coordination and maintained professional service standards.

ADDITIONAL EXPERIENCE

Massage Therapist – Abu Dhabi, UAE. Developed strong client service, scheduling, confidentiality, and communication skills.

EDUCATION & TRAINING

Aviation Training Completed (AITA Certificate Awaiting)
Additional experience in hospitality, customer service, and administration.