

Christiana Ini-Ima's Portfolio



**CERTIFIED CUSTOMER SERVICE REPRESENTATIVE|
ADMINISTRATOR| VIRTUAL ASSISTANT**

WELCOME

I Christiana Ini-Ima, is a dedicated professional with extensive expertise in customer service, administration, and virtual assistance. As a Certified Customer Service Representative, I bring a wealth of knowledge in delivering exceptional client support and maintaining high standards of service quality.

With a strong background in administrative duties, I excels in organizing, coordinating, and managing various office operations efficiently. My attention to details and systematic approach ensure smooth workflow management and effective task completion.

As a Virtual Assistant, I leverage digital tools and technologies to provide remote support services, demonstrating adaptability and proficiency in online collaboration. My combined skills makes me a versatile professional capable of handling diverse responsibilities while maintaining excellence in service delivery.

SERVICES

Virtual Assistant	Calendar & scheduling management, email management & organization, meeting coordination & support, travel arrangements, administrative support research & analysis, project management assistance, document preparation & editing.
Customer Support	Handling customer inquiries, complaint resolution, order processing, service quality monitoring, client feedback management, customer satisfaction surveys, product information support, technical troubleshooting assistance, service escalation management and customer relationship building.
Data Entry	Data entry & documentation tasks, document management, database updates, spreadsheet maintenance, data verification & validation, data cleaning, form processing, records digitization.
Email and Schedule Management	Email sorting and organization, inbox management, calendar scheduling, appointment coordination, reminder setup, email drafting and responses, priority flagging, follow-up tracking, and meeting scheduling assistance.
Meeting Agenda	Meeting agenda preparation, minutes taking, action item tracking, agenda distribution, participant coordination, meeting documentation, presentation preparation, and post-meeting follow-up management.
Travel Planning	Flight and accommodation booking, itinerary planning, transportation arrangements, visa assistance, travel insurance coordination, restaurant reservations, activity bookings, and travel expense tracking

Calendar Management

Calendar

Today

< >

May 2025

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⚙️

Month

📅

🔄

+ Create

May 2025

S M T W T F S

27 28 29 30 1 2 3

4 5 6 7 8 9 10

11 12 13 14 15 16 17

18 19 20 21 22 23 24

25 26 27 28 29 30 31

1 2 3 4 5 6 7

👤 Search for people

My calendars

☒ Christiana Ini-Ima
 ☒ Birthdays
 ☒ Tasks

Other calendars

☒ Holidays in Nigeria
 ☒ Holidays in the United Ki

SUN 27	MON 28	TUE 29	WED 30	THU 1 May Workers' Day	FRI 2	SAT 3 1 pending task
4	5 Early May Bank Holiday	6	7 10am Nebolisa and I	8	9	10
11	12 11:30am REVIEW ME	13	14	15	16 11:30am REVIEW ME	17
18	19 11:30am REVIEW ME	20	21	22	23 11:30am REVIEW ME	24
25	26 Spring Bank Holiday 11:30am REVIEW ME	27 Children's Day	28	29	30 11:30am REVIEW ME	31

Activate Windows
Go to Settings to activate Wi

Christiana Ini-Ima

IT CLASS MEETING

🕒 15 min

📄

Web conferencing details provided upon confirmation.

For all the student to have a better understanding about IT App...

[Cookie settings](#)
[Report abuse](#)

Select a Date & Time

< May 2025 >

MON	TUE	WED	THU	FRI	SAT	SUN
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Time zone

🌐 West Africa Time (12:02)

🔧 Troubleshoot

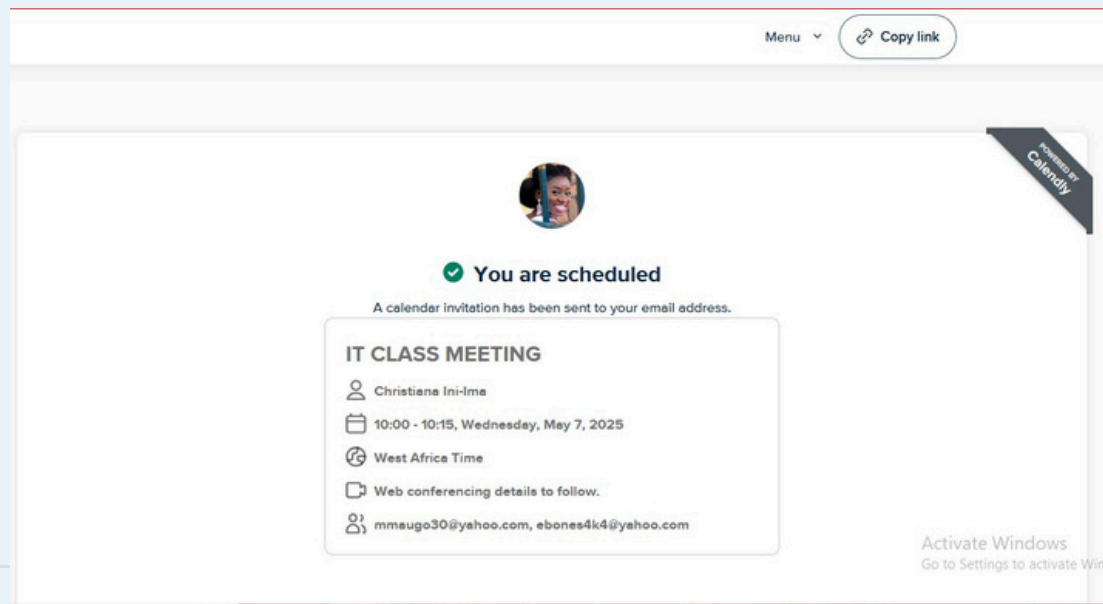
📄

Activate Windows
Go to Settings to activate Wi

Christiana Ini-Ima's

4

Meeting Scheduling



Data Entry

LOGISTICS IN NIGERIA							
APPOINTMENT							
	A	B	C	D	E	F	G
	COMPANY NAME	LOCATION	PHONE NUMBER	EMAIL ADDRESS	WEBSITE	APPOINTMENT	CALL REPORT
1	Kingsley Offor Shipping & Logistics	Lagos	+234 817 777 9993	info@ksp-ng.com	www.ksp-ng.com	YES	<input checked="" type="checkbox"/>
2	Naija Global Logistics Limited	Lagos	+234 803 300 0158	info@nglogistics.org	www.nglogistics.org	YES	<input checked="" type="checkbox"/>
3	Omatai Worldwide Logistics	Abuja	+234 818 105 7543	info@omatai.com.ng	www.omatai.com.ng	YES	<input checked="" type="checkbox"/>
4	Ronish Nigeria Ltd	Lagos	+234 1 776 8514	info@ronishlogistics.com	www.ronishlogistics.com	YES	<input checked="" type="checkbox"/>
5	Roska Stevens Ltd	Lagos	+234 1 255 7299	roskastevens21@cti.com	www.roskastevens.com	MAYBE	<input type="checkbox"/>
6	Rowsy International Nigeria Ltd	Lagos	+234 1 271 8616	info@rowsy.com	www.rowsy.com	MAYBE	<input type="checkbox"/>
7	Danzas Express Services Limited	Lagos	Not Available	Not Available	www.danzasexpress.com	NO	<input type="checkbox"/>
8	DHL Global Forwarding	Lagos	Not Available	Not Available	www.dhl.com	NO	<input type="checkbox"/>
9	Creseada International Limited	Lagos	Not Available	Not Available	www.creseada.com	MAYBE	<input type="checkbox"/>
10	Tom Haulage Limited	Lagos	Not Available	Not Available	www.tom-haulage.com	NO	<input type="checkbox"/>

Customer Support

The screenshot displays a customer support interface for a ticket titled "SAMPLE TICKET: Shipping cost" (Question #4). The interface is divided into several sections:

- Header:** Includes a search bar, "Conversations" count (0), and a "Finish your setup" button.
- Left Sidebar:** Contains fields for "Requester" (Zhang Wei Xu), "Assignee*" (Support/Christiana Ini-Ima), "Followers", "Tags" (order), "Type" (Question), "Priority" (Normal), and "Topic". There is also an "Apply macro" button.
- Main Content Area:** Shows the ticket details and a conversation thread.
 - Ticket Title:** SAMPLE TICKET: Shipping cost
 - Via:** sample ticket
 - Requester:** Zhang Wei Xu (Today 06:36)
 - Message: Hello, I've got some cool items in my cart on your site, but before I take the plunge, I want to understand how much I'll be paying for shipping. The numbers can be a bit scary when you don't know what they're for.
 - Message: Can you help me understand what all influences the shipping costs? Is there a calculator or formula I can use first?
 - Assignee:** Christiana Ini-Ima (14 minutes ago)
 - Message: Hello Zhang Wei Xu, Thank you for reaching out. Shipping cost includes location of where your goods is to be delivered. please send your number on our site and location to further assist you.
- Right Sidebar:** Contains user information for Zhang Wei Xu (Email: zhang.weixu@example.co..., Local time: Tue, 14:19 GMT+1, Language: English (United States)) and an "Interaction history" section showing the current ticket and another one.
- Bottom Bar:** Includes a "Stay on ticket" button and a "Submit as Solved" button.

The screenshot displays a customer support interface for a ticket titled "Setting up new product" (Problem #1). The interface is divided into several sections:

- Header:** Includes a search bar, "Conversations" count (0), and a "Finish your setup" button.
- Left Sidebar:** Contains fields for "Requester" (The Customer), "Assignee*" (Support/Christiana Ini-Ima), "Followers", "Tags" (other, support, technical), "Type" (Problem), "Priority" (High), and "Topic". There is also an "Apply macro" button.
- Main Content Area:** Shows the ticket details and a conversation thread.
 - Ticket Title:** Setting up new product
 - Via:** sample ticket
 - Requester:** The Customer (Today 06:35)
 - Message: Hi there, I'm sending an email because I'm having a problem setting up your new product. Can you help me troubleshoot? Thanks, The Customer
 - Assignee:** Christiana Ini-Ima (Today 06:53)
 - Message: Hi, we are sorry you cant set our new product. a technician will be sent to your address.
 - Assignee:** Christiana Ini-Ima (Internal, Today 07:07)
 - Message: Hi user, please send an email to this customer address to set up...
- Right Sidebar:** Contains user information for The Customer (Email: customer@example.com, Local time: Tue, 14:24 GMT+1, Language: English (United States)) and an "Interaction history" section showing the current ticket and another one.
- Bottom Bar:** Includes a "Stay on ticket" button and a "Submit as Solved" button.

Project Management

The screenshot shows a project management application interface. The left sidebar contains navigation options: Home, My tasks, Inbox, Insights, Reporting, Portfolios, Goals, Projects, IT TRAINING, Building my Future Man..., and Team. The main area displays a project titled "Building my Future Mansion" with a search bar and a "Set status" button. Below the project title, there are tabs for Overview, List, Board, Timeline, and Dashboard. The "List" tab is active, showing a table of tasks. The table has columns for Name, Assignee, Due date, Priority, and Status. The tasks listed are: "Create a plan from the architect" (Assignee: ebones4k4@yahoo.com, Due date: Today 11:00am, Priority: HIGH, Status: Done), "Get materials for building" (Assignee: Christiana Ini-Ima, Due date: Today - Apr 28, Priority: HIGH, Status: Done), "Employ Labourers" (Assignee: Ini, Due date: Apr 30 - May 2, Priority: LOW, Status: At Risk), and "Start building" (Assignee: engrijofalade@gmail.com, Due date: May 2 - 31, Priority: LOW, Status:). There is also an "Add task" button and an "Add section" button. At the bottom right, there is a "Activate Windows" watermark.

Name	Assignee	Due date	Priority	Status
✓ Create a plan from the architect 1 2	ebones4k4@yahoo.com	Today 11:00am	HIGH	Done
✘ Get materials for building	Christiana Ini-Ima	Today - Apr 28	HIGH	Done
✘ Employ Labourers	Ini	Apr 30 - May 2	LOW	At Risk
✓ Start building 2	engrijofalade@gmail.com	May 2 - 31	LOW	

The screenshot shows the Monday work management application interface. The left sidebar contains navigation options: Home, My work, More, Favorites, Workspaces, Main workspace, Event Management Planni..., and Dashboard and reporting. The main area displays a project titled "Event Management Planning" with a search bar and a "See plans" button. Below the project title, there are tabs for Main Table, Board, Timeline, and Dashboard. The "Main Table" tab is active, showing a table of tasks. The table has columns for Task, Status, Due date, Priority, Budget, and Timeline. The tasks listed are: "Attendees 1" (Status: Pending, Due date: May 22, Priority: Medium, Budget: \$100, Timeline: May 11 - 22), "Team Building Games 4" (Status: Done, Due date: May 14, Priority: High, Budget: \$100, Timeline: May 13 - 14), "Security" (Status: Pending, Due date: May 13, Priority: Critical, Budget: \$500, Timeline: May 15 - 16), "Ushering" (Status: Pending, Due date: May 30, Priority: Medium, Budget: \$500, Timeline: May 12 - 30), "Refreshments 2" (Status: Pending, Due date: May 30, Priority: High, Budget: \$1,000, Timeline: May 12 - 30), and "Anchor 1" (Status: Pending, Due date: May 29, Priority: Medium, Budget: \$500, Timeline: May 12 - 30). There is also an "Add task" button. At the bottom right, there is a "sum" button.

Task	Status	Due date	Priority	Budget	Timeline
Attendees 1	Pending	May 22	Medium	\$100	May 11 - 22
Team Building Games 4	Done	May 14	High	\$100	May 13 - 14
Security	Pending	May 13	Critical	\$500	May 15 - 16
Ushering	Pending	May 30	Medium	\$500	May 12 - 30
Refreshments 2	Pending	May 30	High	\$1,000	May 12 - 30
Anchor 1	Pending	May 29	Medium	\$500	May 12 - 30