Blessing Usoroh

PUBLIC HEALTH||RESEARCH || TALENT ACQUSITION || ADMINISTRATIVE VIRTUAL ASSISTANCE

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PROFILE

Highly organized and detail-oriented administrative professional with experience in virtual and in-office administrative support, data entry, records management, operational coordination, and client support. Proficient in internal business systems, with experience managing documentation, email correspondence, report preparation, KYC processes, and talent acquisition support. Backed by a background in public health, with an interest in health research, epidemiology, data analysis, and health policy. Recognized for strong organizational, communication, and problem-solving skills, with a commitment to accuracy, efficiency, and continuous learning.

EDUCATION

BINGHAM UNIVERSITY
Bachelor of Science Publich Health
Cumulative GPA: 4.19/5.0

February, 2021 - Nov, 2024

WORK EXPERIENCE

Client Experience Intern
Norrenberger Financial Group | Abuja, Nigeria

Oct 2025 - Jul 2026

- Delivered professional client support by responding to inquiries via email, telephone, and in person, ensuring a positive client experience.
- Assisted with client onboarding and KYC (Know Your Customer) documentation, ensuring compliance with internal procedures and regulatory requirements.
- Updated and maintained accurate client records using Symplus and other internal systems.
- Used Microsoft Excel to update records, track client data, and prepare reports to support daily operations.
- Managed email correspondence and followed up on client requests to ensure timely resolution.
- Prepared reports, presentations, and business documents using Microsoft Office Suite.
- Maintained confidential client information while ensuring the accuracy of records and documentation.
- Performed administrative tasks including document management, data entry, and record organization to support efficient office operations.

Virtual Assistant – Research & Administrative Support
Elimarch International | Remote
Mar 2025 - Jun 2025

- Provided administrative support including calendar management, email handling, data entry, and digital file organization.
- Took comprehensive and accurate meeting minutes, summarize action points, and distribute follow-ups to relevant stakeholders.
- Created and format business documents, reports, and presentations using Microsoft Office tools and Canva.
- Scheduled meetings, managed calendars, and organized digital documents to streamline daily operations
- Provided administrative and virtual support to the team, enhancing workflow efficiency and responsiveness

Remote Intern-Virtual Assistant & Administrative Support
Future Moves Recruitment Services
Feb 2025 - Aug 2025

- Assisted in sourcing and screening candidates for various roles using job boards, LinkedIn, and other recruitment platforms.
- Reviewed resumes and shortlisted qualified candidates based on job requirements.
- Scheduled interviews and coordinated communication between candidates and hiring managers.
- Posted job vacancies across online recruitment platforms and social media channels.
- Conducted candidate outreach and follow-ups via email, phone, and messaging platforms.
- Assisted with interview coordination, candidate tracking, and recruitment administration.
- Ensured confidentiality and professionalism while handling candidate information throughout the recruitment process.

Telesales Intern,
TelAirVision
Dec 2024

- Made outbound calls to potential customers to promote products and services
- Followed up on existing customers converting them into sales.
- Delivered sales pitch to customers, highlighting the benefits and features of the product and service.
- Addresses customer objections and concerns in a professional and persuasive manner
- Assisted in developing and refining sales scripts and materials.
- Provided regular reports on sales performance, customer feedback, and market trends.

Intern,
National Agency for the Control of Aids Apr 2023 - Oct 2023

- Helped to plan and coordinate meetings, workshops,and conferences related to HIV/AIDS programs and services.
- Maintained and organized electronic and hard copy files, including reports, meeting minutes, and correspondence
- Assisted program officers in implementing HIV/AIDS prevention, treatment and care programs.

Certifications and Online Courses

- **Data Analysis** – HP LIFE (Certificate obtained)
- **Exploratory Data Analysis** – Great Learning Academy (Certificate obtained)
- **Email Marketing Certification** – HubSpot Academy (Certificate obtained)
- **Virtual Assistant Training** – Educourse (Certificate obtained)
- **Virtual Assistant Course** – Alison (Completed; no certificate)
- **Excel for Everyone**: Core Foundations – University of British Columbia on edX (Completed)
- **Excel for Everyone:** Data Management – University of British Columbia on edX (Completed)
- **Excel for Everyone:** Data Analysis – University of British Columbia on edX (Completed)
- **Introduction to Data Analysis** – HubSpot Academy (Completed; no certificate)
- **Introduction to SQL** – IBM on edX (In Progress)
- **McKinsey Forward Program** (Currently enrolled)

SKILLS

- Data Entry, Email Management
- Data Entry & Database Maintenance
- Calendar & Schedule Management
- File Organization (Google Drive, Dropbox, etc.)
- Microsoft Office Suite (Word, Excel, Outlook), Google Workspace (Docs, Sheets, Calendar, Gmail)
- Reliability & Accountability
- Adaptability
- Discretion & Confidentiality
- Team Collaboration
- Professional Written & Verbal Communication