

STANLEY WALTON

Virtual Assistant

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Actively seeking remote opportunities | Available immediately

PROFESSIONAL SUMMARY

Results-driven Virtual Assistant with 3+ years of experience supporting executives and businesses remotely. Proven track record of improving workflow efficiency, enhancing customer satisfaction, and managing high-volume administrative tasks. Skilled in CRM systems, project management tools, and digital communication platforms.

PROFESSIONAL EXPERIENCE

Virtual Assistant (Freelance / Remote) – Waltech Computer Engineering Ltd.

Jan 2023 – Present

- Manage calendars and communications, handling 25–40 emails daily
- Improved customer satisfaction by 20% using CRM tools
- Reduced data retrieval time by 30% through better organization.
- Built 100+ backlinks, improving domain authority by ~20%
- Increased social media engagement by 15–25%
- Improved team communication efficiency by ~25%

Customer Service Representative – First Royal Exchange Ltd.

Jan 2024 – Jun 2025

- Increased customer retention by 20% through excellent service and relationship management.
- Reduced fraudulent charges by 5% using fraud detection software (e.g., FraudWatch).
- Boosted sales by improving product recommendations with customer data analysis using CRM software (e.g., Salesforce).
- Lowered operational costs by optimizing support workflows with support tools (e.g., Zendesk).

- Managed customer listings and inquiries efficiently, enhancing client engagement.

Social Media Marketing Intern – International MUN

Feb 2026 – Mar 2026

- Increased engagement by 20%+
 - Boosted event registrations by 25%
 - Grew social media following by ~20%
 - Improved content performance by 15%
 - Maintained consistent posting schedule (5–7 posts/week)
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EDUCATION

University of the People – Associate Degree in Computer Science (In Progress)

Sep 2025 – Sep 2027

Kiron Open Higher Education – Certificate: Boost Your Career with AI

Apr 2026 – Jun 2026

CORE SKILLS

- Calendar & Email Management
 - Customer Support & Client Relations
 - Data Entry & Database Management
 - Task & Project Coordination
 - Internet Research & Reporting
 - Social Media Management
 - Time Management & Multitasking
 - Conflict Resolution Management
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TECHNICAL TOOLS

- **CRM & Support Tools:** Salesforce, HubSpot, Zendesk, Freshdesk.
- **Productivity Tools:** Google Workspace, Microsoft Office Suite

- **Skilled in virtual conferencing:** Zoom, Microsoft Teams, Google Meet..
- **Communication:** Slack, Microsoft Teams, Zoom, Google Meet
- **Project Management:** Trello, Asana, ClickUp, Basecamp
- **Data Tools:** Excel, Google Sheets, Airtable, SQL (basic)
- **Social Media Tools:** Hootsuite, Buffer, Sprout Social
- **Design Tools:** Canva, Adobe Spark.

ADDITIONAL INFORMATION

English: Full Professional Proficiency

Strong attention to detail and organizational skills

Ability to work independently in remote environments

Tech-savvy and quick to learn new tools.