

◆ PROFESSIONAL SUMMARY

Results-driven Client Engagement and Social Media Specialist with 5+ years of experience in client relations, digital marketing, and administrative support. Proven ability to manage client inquiries, nurture leads, and maintain engagement across platforms like Instagram, Facebook, LinkedIn, and TikTok. Skilled in using Canva, CapCut, and scheduling tools to design and publish compelling content that enhances brand trust and visibility. Adept at data tracking, social media analytics, and customer support, with a strong commitment to professionalism, confidentiality, and timely communication. Passionate about creating seamless client experiences and driving digital growth through innovative engagement strategies.

◆ CORE SKILLS

- Client Communication & Relationship Management
 - Social Media Management (Instagram, Facebook, LinkedIn, TikTok, X)
 - Content Creation & Scheduling (Canva, CapCut, Adobe Suite)
 - Customer Support & Lead Nurturing
 - Community Engagement & Online Reputation Management
 - Social Media Analytics & Performance Tracking
 - Digital Marketing Strategy & Brand Visibility
 - Data Entry & Confidential Information Handling
 - Email, Chat & WhatsApp Client Support
 - Remote Team Collaboration & Time Management
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◆ WORK EXPERIENCE

Virtual Assistant / Project Manager – Abigail's Foundation (volunteer)

Remote, Kaduna, Nigeria | 2025 – Present

- Support executive teams with calendar and email management, document preparation, and meeting coordination

- Managed content calendars, social media pages (Facebook, Twitter), and customer communication
- Created SOPs and streamlined workflow systems for operational efficiency
- Trained and onboard new volunteers, guiding them on remote tools and task management
- Successfully managed up to 3 volunteers simultaneously across different time zones
- Manage outreach to potential collaborators and guests for digital programs
- Maintain organized project tracking systems for team efficiency.

Social media manager / Project Manager – She code Africa (volunteer)

Remote, Kaduna, Nigeria | 2023 – 2025

- Managed content calendars, social media pages (Facebook, Twitter), and community communication.
- Created training materials (slide decks, workbooks, SOPs) for Technical Deep dives and training.
- Coordinated virtual meetups and tracked community engagement
- Supported mentorship programs and trained new community leads

Operations Assistant

Yakwa's Touch Foundation, Larva Coding Academy, J Wine Stores | Remote | 2021 – 2024

- Designed and facilitated workshops on VA essentials including email etiquette, Trello basics, Canva design, and research tips
- Mentored beginner freelancers transitioning into virtual assistance
- Supported clients in lead generation and CRM handling using tools like HubSpot and Apollo
- Provided creative marketing support, including content creation and promotional campaigns.
- Assisted in business operations, including workflow documentation and process improvements.

♦ EDUCATION

B.Sc. Physics – Kaduna State University

Graduated February, 2025

♦ CERTIFICATIONS & COURSES

- Google Workspace for Productivity (2024)

- Introduction to Project Management – Coursera (2023)
- Canva Design for Professionals – Udemy (2023)
- Professional Diploma of Virtual executive assistant – MTF (202

◆ **TECHNICAL TOOLKIT**

HubSpot | Trello | Canva | Slack | Google Meet | Zoom | ClickUp | Notion | Google Workspace | MS Word | Excel | CRM Tools

◆ **ADDITIONAL DETAILS**

- High-speed Internet (15 Mbps)
- Reliable laptop & quiet workspace
- Flexible availability for training, feedback, and mentorship
- Passionate about empowering African youth in global tech & VA spaces