

## Summary

I am a highly skilled Executive Assistant, Virtual Assistant, and Social Media Manager with over four years of experience providing strategic support to executives and businesses in remote settings. My expertise spans calendar and travel management, communication streamlining, and executive reporting, ensuring efficient operations and informed decision-making. In addition to administrative excellence, I bring proven strengths in digital content creation, social media strategy, and community engagement, helping organizations enhance their online presence and drive meaningful connections. Proficient in Google Workspace, Trello, Canva, and CapCut, I combine organizational precision with creative execution to deliver both operational efficiency and brand growth. Recognized for professionalism, adaptability, and discretion, I am dedicated to enabling leaders and businesses to remain focused on their strategic priorities while ensuring seamless support and measurable results.

## Skills

- Calendar Management
- Inbox Management
- Content Creation
- Analytics and Reporting
- Social Media Management
- Scheduling
- Travel Planning
- Customer Service
- Research/ Data Entry
- Graphic Designing
- Microsoft Office / Google Workspace
- Communication
- Attention to detail
- Problem-Solving
- Time Management
- Multitasking
- Adaptability
- Confidentiality

## Experience

5 MONTH 2025

### **Prestige Boutique** – *Executive and Social Media Manager (Remote)*

- Deliver high-level executive support, including calendar management, travel coordination, meeting preparation, and workflow optimization.
- Serve as the primary liaison between the CEO and stakeholders, ensuring timely and effective communication

- Prepare executive-level reports, presentations, and correspondence to support strategic decision-making.
- Manage confidential information with discretion while streamlining administrative processes for greater efficiency.
- Oversee the company's social media strategy and management, including content planning, graphic design, copywriting, and audience engagement.
- Designed branded marketing materials and digital assets to strengthen the company's online presence.
- Contributed to business development initiatives through research, outreach, and stakeholder engagement.

### **Mimshacks Appeal** – *Customer Service And Social Media Manager(Remote)*

December 2024- March 2025

- Provided remote, end-to-end customer support, ensuring client satisfaction and effective problem-solving for a globally recognized brand handling an average of 50+ inquiries daily across email and social media DMs.
- Efficiently managed a high volume of customer inquiries via social media direct messages and email, ensuring timely and accurate information delivery for a globally recognized brand.
- Developed and executed engaging digital content strategies for social media platforms with millions of followers, significantly enhancing brand presence and audience interaction.
- Analyzed content performance metrics to inform strategy, driving improvements in audience reach and brand messaging for a massive online community.

### **Executive Assistant** – *Freelancer*

May 2025

- Provide executive-level administrative support to entrepreneurs, CEOs, and small business owners across diverse industries.
- Manage calendars, email correspondence, and virtual meetings to optimize executive productivity.
- Coordinate travel logistics, prepare reports, and create presentations tailored to client needs.
- Recognized for reliability, adaptability, and delivering high-quality results in remote team settings.
- Utilize tools such as Google Workspace, Trello, Canva, and CapCut to streamline workflows and enhance efficiency

### **Key Achievement**

- Streamlined executive scheduling and travel coordination for C-suite leaders, reducing calendar conflicts by 30%.

- Coordinated over 100+ virtual and in-person meetings, ensuring smooth logistics and timely follow-up actions
- Optimized digital workflows with Google Workspace, Trello, and Canva, cutting task turnaround time by 25%.
- Resolved an average of 50+ customer inquiries per week, maintaining a 95% satisfaction rate.
- Supported social media initiatives that contributed to a 20% increase in online engagement for client brands
- Increased LinkedIn page views by 253% and unique visitors by 280% within one month through strategic content and engagement.
- Boosted search appearances by 66.5% in one week, enhancing the company's online visibility

## Certification

- Virtual Assistant Certification – Educourse SA, Dec 2024
- Virtual Assistant Training – ALX, Mar 2025
- Customer Service Excellence – Jobberman, Dec 202