# PROFILE

Highly organized and proactive Virtual Assistant with experience in administrative support, email management, project coordination, and social media management. Skilled in using Google Workspace, Microsoft 365, Trello, Notion, and Canva to optimize workflows, manage communications, and create engaging content. Certified in Communication Strategies for a Virtual Age from the University of Toronto, demonstrating advanced virtual communication skills essential for remote work success. Adept at handling multiple priorities, improving efficiency, and delivering quality support to clients across different industries.

# CORE SKILLS

* Administrative Support: Scheduling, calendar management, document preparation, and reporting
* Project Coordination: Task tracking and workflow management using Trello, Notion, and ClickUp
* Email Management: Inbox organization, filtering, and professional correspondence handling
* Communication: Strong verbal and written communication skills for client and team interactions
* Content Creation & Design: Proficient in Canva for social media graphics and presentations
* Technology Proficiency: Google Workspace (Docs, Sheets, Slides), Microsoft 365 Suite, Slack, Zoom
* Problem-Solving & Attention to Detail: Ability to anticipate needs, spot inefficiencies, and provide solutions

# TOOLS & TECHNOLOGIES

Google Workspace | Microsoft 365 | Trello | Notion | Slack | Canva | Zoom | AI Tools for Productivity

# WORK EXPERIENCE

## Customer Service & Social Media Manager

Haykins Autos | 2022 – 2025

* Managed daily communication with customers via email, calls, and social platforms to ensure prompt and professional responses.
* Organized schedules, appointments, and task workflows using Google Workspace, improving operational efficiency by 25%.
* Designed and scheduled visually engaging social media posts using Canva, boosting brand visibility and customer engagement.
* Monitored brand consistency and tracked inquiries through CRM tools, ensuring accurate data updates and lead follow-up.

## Customer Service / Social Media Manager

May & Arniey Ventures | 2021 – 2022

* Handled client inquiries across multiple platforms and maintained a high level of customer satisfaction.
* Created structured filing systems and maintained organized digital records using Google Docs and Sheets.
* Assisted in preparing presentations and reports for client proposals, demonstrating excellent attention to detail.
* Supported marketing campaigns by managing content scheduling and engagement on social platforms.

# EDUCATION

Bachelor of Physics – Ekiti State University (Ongoing) – GPA: 3.8 / 4.0

Diploma in Electrical Electronics Engineering – Abraham Polytechnic (2019 – 2021)

# CERTIFICATIONS

✔ Communication Strategies for a Virtual Age – University of Toronto (Coursera, 2025)  
- Gained expertise in crafting clear, impactful communication for virtual environments.  
- Learned strategies for improving collaboration and managing professional relationships in remote settings.