

Abuja, Nigeria

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NWOHA, ADAEZE PRINCESS

OBJECTIVE

Highly organized and detail-oriented Virtual Assistant with proven expertise in managing email correspondence with a 95% on-time response rate, coordinating schedules with 100% accuracy, and delivering error-free reports and documents. Skilled in utilizing tools like Google Workspace, Microsoft Office, and project management platforms to streamline operations and ensure 100% task completion before deadlines. Adept at customer service with a 95% satisfaction rate and social media engagement, driving a 10% monthly growth in follower interaction.

SKILLS & ABILITIES

- Email Management – Ability to organize, prioritize, and respond to emails effectively.
- Scheduling and Calendar Management – Skilled in organizing meetings and maintaining schedules.
- Data Entry and Organization – Accuracy and attention to detail in managing data and digital files.
- Online Research – Capability to gather and analyze information from the web.
- Basic Bookkeeping – Understanding of financial tracking and expense management.
- Document Creation – Proficiency in creating presentations, reports, and other professional documents.
- Social Media Management – Experience in managing social media accounts.
- Customer Service – Strong interpersonal and communication skills for client support.

EXPERIENCE

SOCIAL MEDIA MODERATOR | PRIDE'S BRAND

02/22 - 07/22

- Monitored and moderated user-generated content across platforms, maintaining a 98% compliance rate with community guidelines.
- Responded to an average of 200+ daily inquiries, ensuring a response time under 15 minutes during working hours.
- Removed offensive or inappropriate content, achieving a 95% resolution rate within the required timeframe.
- Escalated complex issues to the appropriate departments, with 100% of escalations resolved within 24 hours.

ADMINISTRATIVE ASSISTANT | CHRISTY-WILCOX ENTERPRISE

09/22 - 05/24

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- Responded to 95% of emails within 24 hours. Achieved an average email response time of less than 2 hours during working hours.
 - Ensured 100% accuracy in scheduling appointments and updating calendars. Maintained a conflict-free schedule with at least 90% proactive rescheduling as needed.
 - Delivered research summaries within 24–48 hours of assignment.
 - Updated assigned tasks in tools like Asana or Trello within 1 business day and ensured 100% completion of tasks before deadlines.

SCHOOL ADMINISTRATOR | **ALENA MONTESSORI**

05/24 - 12/24

Coordinated with executive partners to create and implement impactful strategies, driving academic achievements by 50%

EDUCATION

IGNATIUS AJURU UNIVERSITY, Nigeria

SEPT, 2023

EDUCATIONAL MANAGEMENT with Hons

Relevant course work: MS Packages, HTML, CSS, Python

COMMUNICATION

Facilitated communication between different departments within the organization and handled confidential documents in an organized fashion according to established protocol. Assisted with the planning of special events by arranging catering services, securing venues and ordering promotional materials

REFERENCES

CHRISTY, WILCOX

Christy-Wilcox Enterprises

08130755742