

Blessing James

Lagos, Nigeria | Remote

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Professional Summary

Proactive and detail-oriented Virtual Assistant with proven experience in administrative support, customer service, and project coordination. Skilled at managing schedules, communications, data management, and digital workflows. Adept at supporting executives and teams to achieve operational efficiency, improve processes, and contribute to organizational growth.

Core Skills

- Virtual Assistance & Administrative Support
- Customer Service & Client Relations
- Calendar & Email Management
- Data Entry & Database Management
- Document Preparation & Reporting
- Google Workspace & Microsoft Office Suite
- Project Coordination & Team Collaboration
- Social Media & Digital Communication

Professional Experience

Zapp Corp. | Remote | Executive Assistant

May 2024 – July 2025

- Managed executive schedules, emails, and communications, improving organizational responsiveness.
- Coordinated virtual meetings and project tasks, ensuring timely completion of deliverables.
- Implemented digital filing and workflow organization, reducing administrative errors by 30%.
- Supported team onboarding and training, enhancing team productivity.

Draic Inc. | Remote | Administrative Assistant

Nov 2022 – Mar 2024

- Oversaw administrative tasks, including data entry, documentation, and meeting coordination.
- Streamlined internal communication processes, reducing response times and improving collaboration.
- Assisted management in preparing reports and presentations that informed strategic decisions.
- Mentored new administrative staff, improving team efficiency and work quality.

ADS Inc. | Remote | Customer Service Associate

Jan 2020 – Sep 2022

- Provided top-notch customer support via email, phone, and live chat, improving client satisfaction scores.
- Tracked client inquiries and reported trends to management, helping optimize service delivery.
- Assisted in onboarding and training new support staff.

Qeans LTD | Administrative & Customer Support

Apr 2018 – Dec 2019

- Coordinated client communications, appointments, and internal documentation.
- Developed efficient filing systems and process improvements, reducing administrative delays.
- Supported team members with daily operational tasks, contributing to smooth workflow and project execution.

Education

B.Sc. Computer Science | National Open University of Nigeria | 2021 – 2025

Certifications

- Virtual Assistance Academy (VAA Academy)
- Professional Virtual Assistance (ALX Africa)
- Productivity & Administrative Skills (Udemy)

Key Contributions & Impact

- Operational Efficiency: Streamlined workflows and implemented digital organizational systems that reduced errors and saved time across multiple companies.
- Team Support & Mentorship: Guided new staff and interns, improving overall team productivity and ensuring smooth onboarding.
- Customer Satisfaction: Enhanced customer service processes, improving response times and client experience.
- Cross-Functional Collaboration: Worked closely with management, marketing, and technical teams to execute projects efficiently, contributing to measurable growth.