

Eduaina Ighalo



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🎓 EDUCATION

BSc Medical Biochemistry **University of Benin**

2019 | Benin City, Nigeria

SSCE - O'LEVELS **Mount Carmel Secondary school**

2012 | Ekpoma, Nigeria

🧠 SOFT SKILLS

- Admin Support
- Project Management
- Client Communication
- Effective Communication
- Persuasive Presentation
- Active Listening & Problem-Solving
- Adaptability & Time Management
- Team Collaboration & Emotional Intelligence
- Conflict Resolution
- Grit & Growth Mindset

👤 PROFESSIONAL SUMMARY

Dynamic and detail-oriented professional with extensive experience in administrative support, customer service, and project coordination. Proven ability to handle complex tasks with precision, deliver exceptional client experiences, and ensure operational excellence in fast-paced environments. Adept at leveraging advanced tools and technologies to streamline processes and improve efficiency. A proactive problem-solver with excellent communication, time management, and organizational skills, committed to exceeding expectations and contributing to team success.

📁 AREAS OF EXPERTISE

Professional Skills

Calendar management | Email organization | Appointment scheduling | Task organization | Progress tracking | Deadline management | Email etiquette | Phone support | Virtual meeting management | Client relationship building | Efficient task prioritization | Multitasking | Meeting tight deadlines | Identifying issues quickly and finding practical, effective solutions independently | High level of accuracy in managing tasks and documents, reducing errors.

Technical Skills

Productivity Tools: Trello, Asana, ClickUp, Slack, Microsoft Teams, Google Workspace (Docs, Sheets, Calendar). | Communication Platforms: Zoom, Microsoft Teams, Gmail, Outlook, WhatsApp Business | Document Creation: Microsoft Office (Word, Excel, PowerPoint), Google Docs, Google Sheets, PDF editing tools | Content Creation Tools: Canva (graphic design), Grammarly (writing assistant) | File Management: Google Drive, Dropbox, OneDrive, efficient file sorting and sharing

🏠 WORK EXPERIENCE

Career Break for Upskilling and Career Transition

09/2023 – present

During this period, I took a purposeful break to pivot my career into tech and remote work. I focused on gaining relevant skills and certifications to position myself as a competent Executive Virtual Assistant and to transition into the tech industry.

Key Activities and Achievements:

- Virtual Assistant Certification: Completed training in administrative support, project management, and client communication.
- Professional Foundations Certificate(ALX): This certificate enhanced my skills in professional etiquette, problem-solving, and digital literacy.
- Tech Upskilling
- Tool Proficiency: Gained practical experience in productivity tools like Trello, Slack, Asana, and Microsoft Office Suite.



CERTIFICATIONS

ALX_Virtual Assistant [↗](#)
ALX

ALX_Foundations Certificate [↗](#)
ALX

Career Essentials in Generative AI [↗](#)

Introduction to Prompt Engineering for Generative AI [↗](#)

Professional Soft Skills Learning Pathway [↗](#)

Cisco English for IT 1 [↗](#)

Cisco English for IT 2 [↗](#)



SPOKEN LANGUAGES

English | Nigerian Pidgin | Esan |
French

Nature's Field(Sylken limited) **Medical Sales Representative**

07/2022 – 09/2023

- Successful sales and marketing of nature's field Supplements to key healthcare practitioners to improve the general quality of life of all the patients they come across.
- Coordinated Grassroot meetings with market women, government workers, Driver's associations, SMEs, workers unions, and chemist owners educating them on the long-term benefits of supplement use and its reduced risks, also holding general self-care workshops for these groups of people.
- Maintained and improved relationships with long-time customers while increasing customer base by 70% in 5 months.
- Coordinated clinical meetings with medical doctors and pharmacists.
- Addressed complaints, questions, and hesitations with a 100% success rate.
- Increased prescriptions, purchases, and payments by 55% in the first 5 months.

Lucky Star Media Plus **Administrative Assistant**

03/2022 – 07/2022

- Designed and produced engaging learning materials for 50+ young Red Cross members of Faith school.
- Created and delivered a highly-praised presentation for a proposed investment from a potential sponsor.
- Responded to emails and phone calls. •Scheduled meetings.
- Helped to coordinate proposals and proposal planning.
- Transcription.

General Hospital Ukpore (NYSC) **Assistant Hospital Records Officer (NYSC)**

03/2021 – 02/2022 | Ukpore, Anambra State, Nigeria

- Prepared patient charts and gathered information and documents from patients.
- Ensured that the medical records were organized, accurate, and complete.
- Filled out paperwork and reports of inpatients quickly and accurately.