

# Joseph Chioma Grace

Virtual Assistant / Software Engineer



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## Professional Experience

August 2024 – present

Lagos, Nigeria

**Loveworld Television Department, IT / Software Engineering Staff**

- **User Interface Development:** I design and develop responsive and visually appealing user interfaces, ensuring optimal user experience across various devices and platforms.
- **Streaming Operations:** I manage and execute live streaming activities across multiple platforms, utilizing tools such as OBS, Voicemeeter, and BUTT to ensure seamless and high-quality broadcast of events.
- **Content Management:** I regularly update and maintain the department's websites, ensuring all content remains current, relevant, and engaging. I also promptly remove outdated or stale content to maintain a professional and accurate digital presence.
- **Website Administration:** I oversee the overall functionality of assigned websites, ensuring performance, uptime, and user accessibility are consistently optimized.
- **Video Production:** I manage the complete production cycle of my unit's weekly shows, including planning, directing on set, overseeing recordings, providing raw footage to editors, and ensuring the final content is prepared and delivered for airing.

March 2024 –

November 2024

Pakistan

**Cortex AI, Frontend Development - (Remote)**

- Website Development.
- UI/UX Design Implementation.
- **Performance Optimization:** Optimizing codes, compressing images, and minifying files to improve page load times and overall site performance.
- collaborate with backend developers, designers, and other stakeholders in the development process to integrate frontend components with backend systems, ensuring smooth communication and functionality.
- **Testing and Debugging:** Perform testing and debugging activities to identify and fix issues related to website functionality, layout, responsiveness, and user experience.
- **Version Control and Deployment:** I utilize version control systems like Git to manage code changes and collaborate with other team members. I also deploy websites to servers or hosting platforms and ensure proper configuration.

May 2024 –

December 2024

Lagos, Nigeria

**Spacetouch Travels and Tour (Remote), Frontend Developer**

- **Server Management:** Ensuring the server is running smoothly and handling technical issues related to hosting.
- **Domain Management:** Handling Domain name registration and renewals.

- **Content Updates:** Adding, updating, and managing content on the website.
- **SEO Optimization:** Ensuring content is optimized for search engines to improve visibility.
- **Multimedia Management:** Handling images and videos to ensure they are properly formatted and optimized for the web.

May 2023 – February 2024

Ibadan, Nigeria

### **Agrandi Technologies**, Frontend Development (Internship - remote)

- Website Development.
- UI/UX Design Implementation.
- **Performance Optimization:** Optimizing codes, compressing images, and minifying files to improve page load times and overall site performance.
- collaborate with backend developers, designers, and other stakeholders in the development process to integrate frontend components with backend systems, ensuring smooth communication and functionality.
- **Testing and Debugging:** Perform testing and debugging activities to identify and fix issues related to website functionality, layout, responsiveness, and user experience.
- **Version Control and Deployment:** Utilize version control systems like Git to manage code changes and collaborate with other team members. Also, deploy websites to servers or hosting platforms and ensure proper configuration.

January 2023 –

February 2024

Ibadan, Nigeria

### **Express Logistics Agency**, Social Media Manager (remote)

- Content Strategy: I developed and executed a content strategy aligned with the organization's goals and target audience.
- Content Creation: I created and curated engaging and relevant content for social media platforms.
- Audience Engagement: I actively engaged with the audience by responding to comments, messages, and mentions.
- Social Media Advertising: I created and managed paid advertising campaigns on platforms like Facebook, Instagram, LinkedIn, and Twitter.
- Analytics and Insights: I analyzed data and performance metrics to measure the effectiveness of social media strategies.
- Monitoring Trends: I stayed current with the latest trends and changes in social media algorithms.
- Brand Management: I ensured the brand's voice, tone and messaging were consistent across all social media platforms.

July 2021 – February 2024

Ibadan, Nigeria

### **Demola Otitool & Associates**, Executive Assistant

- Booked meeting rooms, set up conference halls, and took minutes during meetings.
- Performed administrative tasks including filing and photocopying.
- Wrote emails, memos, and letters.
- Managed database entries and client files.
- Welcomed visitors and directed them to appropriate departments or individuals.
- Ordered and maintained supplies.
- Maintained confidential department files/records.

June 2016 – January 2017

Lagos, Nigeria

### **Make-Me Beauty Salon,,**

#### CUSTOMER CARE REPRESENTATIVE / FRONT DESK OFFICER

- Answered Inbound calls: I was responsible for handling incoming calls from clients.
- I provided Support: I assisted clients with their inquiries, issues, or requests.

- I used Customer Relationship Management (CRM) software to log customer interactions and track issues or requests.
- Handled Complaints: I managed and resolved customers' complaints and concerns efficiently and strived to achieve customer satisfaction.
- Provided Feedback: I offered feedback to my supervisor about common customer issues.
- Team Work: I collaborated with colleagues and team members to share best practices and supported one another in resolving customer issues

## Education

November 2017 –

November 2019

Ibadan, Nigeria

**Higher National Diploma**, The Polytechnic, Ibadan.

**Applied Chemistry**

November 2013 –

November 2015

Ozoro, Nigeria

**Ordinary National Diploma**, Delta State Polytechnic, Ozoro

**Science Laboratory Technology (S.L.T)**

## Skills

### Technical Skills

- Html
- CSS
- Javascript
- React.js
- Next.js
- Tailwind CSS
- Typescript

Microsoft packages such as

- Word
- Excel
- PowerPoint, and
- Outlook

Google space tools such as

- Docs
- Drive
- Sheets
- Gmail
- Forms
- Calendar
- Slides

### Soft skills

- Manage clients' calendars.
- Manage clients' inbox
- Good communication.
- Effective time management.

## Languages

English

Spanish — (In view)

## Certificates

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**Public speaking** — Alison • **Virtual Assistant.** — ALX • **Software Engineering** — WomenTechsters Fellowship

## Interests

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- Reading
- Writing
- Meditation
- Traveling
- Volunteering
- Fitness / Exercise