Inoma Miupe Iibi

Civil Engineer | Freelancer | Virtual Assistant

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# Professional Summary

Multidisciplinary Civil Engineer and Virtual Assistant with 6+ years of experience across construction site management, structural design, and remote administrative support. Proven track record in project supervision, architectural detailing (2D/3D), and delivering seamless virtual support using CRM tools, project trackers, and communication platforms. Adept at handling technical challenges and client-facing roles with accuracy, speed, and professionalism.

# Technical Skills & Expertise

* Civil Engineering & Design
* Architectural 2D & 3D Design: ArchiCAD, Revit, AutoCAD
* Structural Design & Detailing: StaadPro, Orion, Procta
* Site Supervision & Construction Planning
* Quality Assurance & Quality Control (QA/QC)
* Bill of Measurement & Cost Evaluation
* Health & Safety Compliance & Reporting
* Virtual Assistance & Customer Support
* Email, Calendar & Travel Management
* CRM Platforms: HubSpot, Zendesk, Slack
* Project Management Tools: Asana, ClickUp, Monday.com
* Customer Relations & Support (Voice, Chat, Email)
* Airbnb Administration & Remote Troubleshooting
* Google Workspace: Docs, Sheets, Drive, Slides

# Professional Experience

* Site Engineer - Aspreloty Concept Limited, Port Harcourt (Sept 2019 - Feb 2025)
* Saved ₦1.2M within the first 2 months by optimizing material use.
* Supervised daily site operations, ensuring compliance with architectural plans and safety protocols.
* Coordinated with architects and engineers to resolve on-site design issues.
* Conducted QA/QC inspections and maintained project documentation.
* Prepared progress and cost-tracking reports for stakeholders.
* Virtual Assistant & Customer Support Specialist - Eepho Resources Association, Port Harcourt (June 2023 - Jan 2025)
* Delivered high-quality support across email, chat, and phone channels.
* Researched market trends and generated customer insights reports.
* Used CRM tools to manage client databases and document all interactions.
* Resolved product inquiries, coordinated virtual meetings, and managed travel logistics.
* Supported administrative operations in a fast-paced remote environment.

# Education & Certifications

* Bachelor’s Degree in Civil Engineering - Rivers State University of Science & Technology (Oct 2014 - Aug 2019)
* Cloud Computing & IT Support - Digital Witch (Ongoing, 2024-2025):
* - Cloud Administration & Cybersecurity
* - IT Support (Sept-Dec 2024)
* Certifications:
* - IT Support Certification (2025 - Present)
* - Cybersecurity Awareness for Support Teams
* - Cloud & SaaS Application Support
* - Effective Communication & Customer Handling
* - Help Desk & Ticketing Systems
* - Remote Troubleshooting & Assistance

# Key Strengths

* Strong analytical & problem-solving mindset
* Excellent written and verbal communication
* Highly organized with attention to detail
* Quick learner, tech-savvy, and adaptable
* Independent, proactive, and team-oriented