

# MONICA NKIRI

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## PROFESSIONAL SUMMARY

Detail-oriented and passionate tech professional with hands-on experience in front-end development, virtual assistance, IT support, and digital operations. Skilled at creating user-friendly web interfaces, supporting teams remotely, and solving technical challenges efficiently. I bring a blend of technical ability and human-centered support to every task, making me valuable to startups, small businesses, and remote-first teams.

## Technical & Digital Skills

- HTML
- CSS
- Basic JavaScript
- Python (Beginner)
- Git & GitHub
- Website Maintenance
- Frontend Development (in progress)
- Basic UI Design

## Digital Tools & Platforms

- Notion
- Canva
- Trello
- Google Workspace (Docs, Sheets, Meet, etc.)
- Zoom
- Microsoft Office Suite
- Slack
- ChatGPT

## Professional Skills

- IT Support
- Virtual Assistance
- Technical Support
- Customer Service
- Remote Team Collaboration
- Documentation & Reporting
- Problem Solving
- Basic Troubleshooting
- Data Entry & Organization

## Personal & Soft Skills

- Adaptability
- Self-Motivation
- Emotional Intelligence
- Fast Learner
- Strong Communication
- Detail-Oriented
- Time Management
- Goal-Driven

## WORK EXPERIENCE

### IT Support Officer

**National Broadcasting Commission – Abuja, Nigeria**

*Dec 2023 – Oct 2024*

- Maintained and supported digital platforms used for media data collection and broadcast monitoring.
- Responded to internal IT issues, tracked and documented resolutions using internal systems.
- Provided software and hardware support across multiple departments.

### Tech Support & Data Entry Intern

**Cross River Internal Revenue Service (CRIRS) – Calabar, Nigeria**

*2021 – 2022*

- Assisted with automation processes and digital record-keeping.
- Provided support for internal data migration and tech troubleshooting.
- Internship role focused on automation
- Digital filing.
- system improvement within the IT department

### Virtual Assistant (Remote)

**YarnybyStitch**

*Jan 2024 – Mar 2025*

- Managed daily communication, inventory tracking, and support tasks for a fashion brand.
- Remote creative & tech support for online education delivery and content management.
- Scheduled orders
- Created weekly content calendars aligned with brand voice and audience interest.
- Designed post and reels using Canva and scheduled content.
- Engaged with followers through DMs, story polls, and comments to build trust and interaction.

## EDUCATION

**B.Eng. Computer Engineering**

Caritas University, Enugu, Nigeria

*2017 – 2023*

**CERTIFICATION****Artificial Intelligence\Machine learning**

Torbata Computer Training School(in progress)

**VOLUNTER**

- Atlassian Community: 2022-2023