JESSICA MBAH NNENAYA

Virtual Assistant | Project Coordinator | Digital Support
Wumpa, Abuja.
08076223608 | jessicambah82@gmail.com

Tech-savvy and highly organized Virtual Assistant with hands-on experience supporting digital operations, managing content systems, and coordinating virtual projects. Certified in Project Management and trained in Front-End Development, with strong communication and admin skills. Proven ability to work remotely, manage multiple stakeholders, and deliver quality support using modern tools like Google Workspace, Zoom, and Trello.

RELEVANT EXPERIENCE

Virtual Assistant

The Awo Emeka Foundation (TEAF) | Remote | June 2020

- **Managed daily posting schedules for client Instagram, Facebook, and LinkedIn accounts, increasing follower growth by 25% over 4 months.**

- **Created eye-catching graphics and reels using Canva and CapCut, aligning with brand aesthetics and campaign goals.**

- **Responded to DMs and comments within 2 hours, fostering active audience engagement and building brand loyalty.**

- **Ran basic ad campaigns on Facebook Ads Manager, optimizing for reach and clicks with a limited budget.**

- **Compiled monthly analytics reports using native platform insights and Google Data Studio for client review.**

Executive Virtual Assistant

Foresight Legal and Consultancy Services | Remote | Aug 2021 – Dec 2022

- **Supported a C-suite team of 4 executives, overseeing schedules, meeting logistics, and confidential correspondence.**

- **Created detailed weekly reports summarizing project progress, financial KPIs, and team task updates using Microsoft Excel and Asana.**

- **Acted as the primary point of contact for internal communications and external vendor management, maintaining strong professional relationships.**

- **Automated routine tasks using tools like Zapier, saving 10+ hours of manual work monthly.**

- **Helped onboard new team members remotely by setting up accounts, preparing orientation schedules, and compiling training materials.**

- **Edited and formatted documents, presentations, and proposals with high attention to detail, ensuring brand consistency.**

Virtual Assistant

OGkings Solutions | Remote | Feb -2023

- **Managed daily posting schedules for client Instagram, Facebook, and LinkedIn accounts, increasing follower growth by 25% over 4 months.**

- **Created eye-catching graphics and reels using Canva and CapCut, aligning with brand aesthetics and campaign goals.**

- **Responded to DMs and comments within 2 hours, fostering active audience engagement and building brand loyalty.**

- **Ran basic ad campaigns on Facebook Ads Manager, optimizing for reach and clicks with a limited budget.**

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Virtual Assistant

Creative Edge Studio | Remote | Dec 2024 – Present

- **Drafted weekly blog posts and newsletters for clients, maintaining consistent tone and voice across platforms.**

- **Proofread and formatted client proposals, pitch decks, and reports using Google Docs and MS PowerPoint.**

- **Scheduled meetings, took minutes, and followed up with action lists to keep projects moving on time.**

- **Managed small-scale bookkeeping, logging expenses and reconciling receipts using Wave Accounting.**

- **Researched competitor content strategies and summarized key takeaways for client marketing plans.**

SKILLS

Administrative Skills

- Calendar Management & Scheduling

- Email Management & Inbox Organization

- Travel Arrangements & Booking

- Data Entry & Database Management

- Filing & Document Organization

- Meeting Coordination & Minute Taking

Communication Skills

- Professional Email Communication

- Customer Service & Support

- Live Chat & Messaging Platforms

- Phone Handling & Call Screening

- Writing & Proofreading

- Multilingual Support (if applicable)

Technical & Digital Tools

- Microsoft Office Suite (Word, Excel, PowerPoint)
- Google Workspace (Docs, Sheets, Slides, Gmail, Calendar)
- CRM Software (Salesforce, HubSpot, Zoho)
- Project Management Tools (Trello, Asana, Monday.com, ClickUp)
- Communication Tools (Slack, Zoom, Microsoft Teams)
- File Sharing (Dropbox, Google Drive, OneDrive)

Marketing & Social Media

- Social Media Management (Instagram, Facebook, LinkedIn, Twitter)
- Content Scheduling (Hootsuite, Buffer, Later)
- Basic Graphic Design (Canva, Adobe Express)
- Email Marketing (Mailchimp, Constant Contact)
- Blog Posting & CMS (WordPress, Wix, Squarespace)

Research & Analysis

- Online Research
- Competitor Analysis
- Data Collection & Reporting
- Market Research

Customer Relationship Management

- Handling Client Queries
- Follow-ups & Reminders
- Customer Retention Support

Personal Attributes

- Time Management
- Attention to Detail
- Discretion & Confidentiality
- Proactiveness
- Problem-Solving
- Adaptability & Flexibility

EDUCATION

Ebonyi State University

B.A. Education (English Language) - 2023

Aradox College, Badagry Lagos,

Senior Secondary Certificate

Certifications / Training

Project Management Certificate — University of Ibadon | Dec 2024

Post Graduate Diploma Certificate — Software and Management Profession of Nigeria | Dec 2024

Associate Membership Certificate — Software and Management Profession of Nigeria | Dec 2024

Computer Diploma Certificate — Zeto Citaldel Consult | June 2024

Virtual Assistant Certificate — Empower Her Remotely | May 2020

TOOLS

- Project & Team Coordination: Google Workspace, Trello, Slack, Zoom
- Front-End Development: HTML, CSS, JavaScript (Basic Projects)
- Content Strategy & Design: Canva, Blogging, Copywriting, Scheduling
- Communication: Writing, Community Engagement, Virtual Event Support

VOLUNTEER LEADERSHIP & COMMUNITY ENGAGEMENT

- **Rotaract International**
  - *Project Director – Rotaract Club of EBSU (2021–2022)*
  - *President – Rotaract Club of EBSU (2022–2023)*
  - *Club Advisor – Rotaract Club of EBSU (2023–2024)*
  - *Zonal Project Manager – Ebonyi Zone (2023–2024)*
  - *District Treasurer – District 9142 (2024 – Present)*
  - *Grant Implementation Committee –(2024/2025)*
  - *Rotary Project Co-coordinator – (2025)*

- **ActionAid Nigeria**
  - *State Coordinator, Ebonyi Chapter*

- **Red Cross Society**
  - *Member*