

# Nwamaka Umenzekwe

✉ kamzysolutions@gmail.com ☎ +2348125706933 📍 Lagos, Nigeria

Skilled Professional with 10+ years of experience in business operations, vendor management, and cross-cultural communication. Recently transitioned into Virtual Assistance, enhancing my expertise with certifications in AI Career Essentials and UI/UX Design. Proficient in streamlining workflows, managing schedules, handling customer inquiries, optimizing procurement, and performing accurate data entry. Equipped with AI-driven tools and design principles to improve efficiency and user experience. Multilingual in English, Chinese, and Igbo, focusing on delivering high-quality virtual support and digital solutions.

## Professional Experience

### Virtual Assistant

09/2024 – present | Lagos, Nigeria

#### Freelance

- Manage reservations, staff schedules, and inventory tracking, ensuring seamless operations.
- Handle customer inquiries across multiple platforms (calls, emails, social media), improving customer satisfaction and streamlining communication processes.
- Negotiate with suppliers to reduce costs and ensure timely delivery.
- Provide administrative support to clients across various industries, including entrepreneurs, small businesses, and remote teams.
- Perform data entry tasks accurately and efficiently, maintaining organized records and databases.

### Sourcing and Purchasing Manager

10/2020 – 08/2024 | Lagos, Nigeria

#### Enjiva Enterprises

- Negotiated favorable contracts and agreements with suppliers to secure the best possible terms, pricing, and quality.
- Reduced procurement costs by 10% through strategic sourcing and negotiation of supplier contracts.
- Streamlined purchasing procedures, resulting in a 20% decrease in processing time.
- Built strong relationships with key suppliers, fostering open communication and collaboration.
- Managed the procurement of goods and services, ensuring timely delivery and adherence to quality standards.
- Conducted market research to stay updated on industry trends, assess supply market conditions, and explore potential new suppliers.

### Chinese Language Consultant

10/2019 – 10/2020 | Lagos, Nigeria

#### Jamend Global Ventures

- Developed and delivered engaging Chinese language training programs for company executives, resulting in a 30% increase in their self-reported confidence in communicating with Chinese business partners.
- Provided online tutoring for clients seeking to enhance their Chinese language proficiency.

### Chief Representative Officer

09/2009 – 09/2019 | Beijing, China

#### Menzek Nigeria Limited Beijing Office China

- Managed the day-to-day operations of the Beijing representative office, serving as a crucial bridge between the Nigerian head office and Chinese operations.
- Successfully identified and introduced potential business partners to the parent company, expanding the company's reach within the Chinese market thereby increasing the company's revenue by 20%.
- Maintained strong relationships with existing business partners, fostering long-term collaboration and repeat business.
- Conducted thorough product sourcing through factory visits and negotiations (in Chinese), ensuring quality control and adherence to company specifications.
- Played a key role in strategic planning and financial management, contributing to its overall success.

- Represented the company at trade forums, fairs, and conventions, effectively promoting Menzek Nigeria Limited within the Chinese business landscape.

## Education

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**Bachelor of Science: International Economics and Trade** 09/2005 – 06/2009 | Guangzhou, China  
*Jinan University*

**Chinese Language and Culture** 09/2004 – 07/2005 | Beijing, China  
*Beijing International Studies University*

## Skills

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|-----------------------------------|---|---|
| • Calendar and Email Management   | • Data Entry                                | • Google workspace/Microsoft Office Suite |
| • Travel and Meeting Arrangements | • Customer Service and Client Communication | • Vendor & Supplier Negotiation           |
| • Sourcing and Purchasing         | • Market Research                           | • Cross-cultural Communication            |
| • Zoom, Slack, Canva, Figma       | • Problem-Solving                           | • Attention to Detail                     |
| • Appointment Scheduling          | • Organization and Time Management          | • Adaptability                            |
| • Continuous Learning             | • UI/UX                                     | • Empathy                                 |
| • Flexibility                     |   |   |

## Languages

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| • English | • Chinese | • Igbo |
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## Courses

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<b>Virtual Assistance (VA) Course</b> <i>ALX Africa</i>	08/2024 – 10/2024
<b>AI Career Essentials</b> <i>ALX Africa</i>	05/2024 – 07/2024
<b>UI/UX</b> <i>3MTT/NITDA</i>	12/2023 – 05/2024