

# FEMI JOHN AKINWUNMI

## General Virtual Assistant

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🔗 [LinkedIn](https://www.linkedin.com/in/akinwunmi-femi): linkedin.com/in/akinwunmi-femi | 🌐 [Portfolio](https://femiakin.vercel): femiakin.vercel

## SUMMARY

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- Experienced Virtual Assistant with a diverse background in web development, banking, sales operations, and customer service.
- Certified in AI Augmented Professional Development and programming, with a proven ability to manage administrative tasks, handle data entry, and facilitate team collaboration.
- I am dedicated to providing top-notch administrative support, optimizing workflows, and ensuring the seamless operation of business processes.

## WORK EXPERIENCE

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### UBA Group | Account Maintenance Specialist

March 2021 - Present

- Processed over 600+ Customer/Guarantor Address Verification requests daily, ensuring accurate and timely documentation.
- Managed retail and corporate accounts, achieving 99.9% accuracy in data entry skills to manage sensitive customer information.
- Onboarded 200+ sales and marketing staff daily, granting access to essential systems, ensuring seamless account opening processes.

### Insideout Ventures | Account Officer & Inventory Officer

Nov 2020 - Feb 2021

- Developed streamlined reporting systems that improved efficiency by 40%, reducing processing time for client inquiries.
- Assisted in managing inventory records and performing administrative tasks such as document organization and data tracking.
- Coordinated with cross-functional teams to ensure compliance with internal processes, reducing system failures by 30%.

### GDM Group | Sales Operation Officer

June 2019 - Jan 2020

- Optimized workflows and sales operations by defining sales territories, increasing team productivity by 30%.
- Coordinated communication and logistics between internal teams and clients to ensure timely delivery of services.
- Provided administrative support for the sales team, including managing schedules, updating sales reports, and addressing client inquiries.
- Trained and mentored new sales representatives, ensuring alignment with organizational processes and objectives.

## EDUCATION

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### Higher National Diploma (HND), Business Administration and Management

Osun State Polytechnic, Iree — Oct 2019 - Sept 2021

### National Diploma (ND), Business Administration and Management

The Ibarapa Polytechnic, Eruwa, Oyo State — Sept 2015 - Oct 2017

## KEY SKILLS

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### Technical Skills

- Data Entry and Record Management
- Calendar and Email Management
- Office Suite and Google Workspace
- Project Management Tools
- Graphic Designing (Canva)
- Internet Research
- Travel Coordination
- AI Augmented Professional (AI Tools)
- Collaboration Tools

### Soft Skills

- Customer-Centric Focus
- Growth Mindset
- Effective Problem-Solving Skills
- Attention to Detail and Accuracy
- Strong Time Management Abilities
- Anticipating client needs
- Adaptability and Flexibility
- Organization and Multitasking
- Reliability and Accountability

## LICENSES & CERTIFICATIONS

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- Virtual Assistant | ALX Africa
- ALX AiCE - AI Career Essentials | ALX Africa
- Customer Service Expert | UBA Group
- Cyber Security Education | UBA Group
- MTA: Introduction to Programming Using HTML and CSS | SkillUp Online
- Essential Management Skills | International Business Management Institute
- Modern Human Resource Management | Alison

## PUBLICATIONS

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- E-commerce Essentials — May 22, 2024
- Mastering Content Writing for Digital Success — May 8, 2024
- Social Media Management — June 3, 2024
- eBook for Personal and Business Growth — April 14, 2024

## HONORS & AWARDS

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- Certificate of Stewardship | New Life Campus Fellowship – October 2021

## REFERENCES

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Available upon request.