**OHIA, SAMUEL NWAUDO**

**Virtual Assistant | Technical Support Specialist | Remote Operations Professional**  
📍 Port-Harcourt-Nigeria | 📧 samuelohianwaudo@gmail.com | 📞 +234-7065-3163-32| 💼 Ohia Samuel / www.va@ohia\_samuel.com

**Professional Summary**

Detail-oriented and reliable **Virtual Assistant** with 1+ years of experience supporting entrepreneurs, startups, and corporate teams in administrative, technical, and customer service tasks. Highly skilled in streamlining operations, managing digital tools, and ensuring efficient communication across remote teams. Possesses a strong foundation in IT support, project coordination, and digital platforms. A proactive problem-solver with excellent interpersonal skills and a commitment to confidentiality, accuracy, and timely delivery.

**Core Skills**

**🛠 Technical Skills**

* Communication: Slack, Microsoft Teams, Zoom
* Office Tools: Google Workspace, Microsoft 365
* Graphics: Cava, photoshop, CorelDraw
* Data Management: Excel (Pivot Tables, VLOOKUP), Google Sheets.
* Cloud Storage: Google Drive, Dropbox, OneDrive

**🤝 Soft Skills**

* Excellent written and verbal communication
* Time management and multitasking
* Confidentiality and data sensitivity
* Problem-solving mindset
* Adaptability to new tools and platforms
* Client-focused and empathetic
* Team collaboration in remote settings
* Self-motivated and detail-oriented

**Services Offered**

* **Administrative Support**: Email and calendar management, travel booking, data entry
* **Customer Support**: Responding to client queries, managing tickets, live chat support
* **Technical Assistance**: Basic IT troubleshooting, system setup, tech documentation
* **Project Coordination**: Task tracking, milestone monitoring, team communication
* **Social Media Support**: Scheduling posts, community moderation, analytics tracking
* **File and Data Management**: Organizing cloud storage, updating spreadsheets

**Professional Experience**

**Freelance Virtual Assistant & Technical Support**

*Remote | 2025 – Present*

* Provided full-service VA support to entrepreneurs in tech and creative industries
* Managed schedules and events for a start-up
* Delivered timely customer support via chat, email, and ticketing systems
* Creative designs and video editing for clients
* Assisted in onboarding new clients, vendors, and freelancers

**Technical Support Representative**

*Remote | 2024 – 2025*

* Handled customer tech inquiries via Freshdesk and Intercom
* Wrote clear, user-friendly documentation for recurring issues
* Collaborated with development teams to report bugs and suggest UX improvements
* Conducted remote troubleshooting via screen-sharing tools

**Education & Certifications**

* **Bachelor’s Degree in Computer Science**– Delta State University, Abraka - [2014]
* **VA Training Certification** – Udemy.
* **CSS Training Certification –** Programming Hub
* **Ethical Hacking certification-** Programming Hub
* **Cyber Security Certification -** Programming Hub

**Tools & Platforms**

Trello | Slack | Google Workspace | WordPress | Canva | Zoom | Microsoft Teams | Excel | Asana | Google Sheets | Google Doc

**Client Testimonials**

***Ohia Samuel*** *has been a game-changer for our team. He's proactive, technically savvy, and always finds a way to solve problems quickly. Highly recommended!"*  
— Onyeocha Samuel, CEO-Samguru Logistics

*“A reliable VA who understands both the technical side and the human side of business. Great communicator and team player.”*  
— Rick James, Manager

**Availability**

✅ Full-time / Part-time  
✅ Long-term or Project-Based  
✅ Time Zone: GMT+1 | Flexible hours

**Let’s Work Together**

Ready to bring efficient and effective support and tech expertise to your team and organisation.  
📩 **Email me** at ohia samuelohianwaudo@gmail.com to schedule a discovery call.