

**Hello!
I'm Deborah Nnamani**

As an Executive Virtual Assistant, I combine efficiency with excellence to deliver reliable Administrative Support, Professional Communication, and exceptional Customer Service. With strong organizational skills and a sharp eye for detail, I help businesses grow by Managing Schedules, Generating Leads, and streamlining daily operations.

Explore my portfolio to see how I bring value to every task with confidence and care.

Let's work together!

What I do...



01. Administrative Support

Staying organized is crucial for business success — and that's where I come in. I streamline operations by managing calendars, scheduling appointments, organizing emails, and handling data and information with accuracy and efficiency. From coordinating meetings and I ensure the back-end runs smoothly so clients can focus on growth.

02. Customer Support

With a solid background in customer service, I'm skilled at managing inquiries, resolving concerns, and nurturing client relationships. I provide prompt email responses, handle customer complaints professionally, and deliver support that drives satisfaction and loyalty — creating a positive experience at every touchpoint.

03. Tech Assistance

In today's digital workspace, reliable tech support is essential. I offer hands-on assistance with CRM management, database updates, and troubleshooting minor technical issues. My familiarity with diverse digital tools ensures workflows stay uninterrupted and our team remains productive.

04. Lead Generation & Sales Support

I specialize in finding and connecting with the right prospects to drive business growth. Whether it's cold calling, LinkedIn outreach, email marketing, or managing CRMs, I handle the full lead generation cycle—from research and targeting to nurturing and scheduling. With a strategic, persistent approach, I help businesses thrive.



05. Project Management



I keep teams and tasks organized using tools like Trello, Monday.com, Asana, ClickUp, and Google Workspace. From planning and assigning to tracking and reporting, I ensure smooth project flow and deadline management. Whether coordinating virtual teams, overseeing client projects, or handling back-end admin tasks, I bring clarity, consistency, and efficiency to every phase of executions.

Have a look at some of my work samples.

Generated Leads for different Clients

This screenshot shows a table of generated leads from a LinkedIn lead generation tool. The columns include:

A	B	C	D	E
ui logo url src	ui table data cell	ui table data cell href	ui table data cell href 2	ui logo url src 2
a dn.com/dms/image/C4E03AQGgElYGiAK	Andras Karpati	https://www.linkedin.com/in/andras-karpati-5170767b	https://cordia.uk/	https://media.linkedin.com/c
a dn.com/aero-v1/sch/9c8perry4andzj6ohjk PM	Paul Mcvey	https://www.linkedin.com/in/paul-mcvey-545757105	https://southside-ha.org/	https://media.linkedin.com/c
a dn.com/dms/image/C5603AQEWsdEIWxML	Mario Luca Baldacci, Mapm	https://www.linkedin.com/in/marolucabalducci	https://www.londonland.group/	https://media.linkedin.com/c
a dn.com/dms/image/C5103AQG_1BROQyBE	Bassel El Seraty	https://www.linkedin.com/in/bassel-el-seraty-93951b86	http://www.addeer.com/en-us/	https://media.linkedin.com/c
a dn.com/aero-v1/sch/9c8perry4andzj6ohjk MH	Michael Holmes	https://www.linkedin.com/in/michael-holmes-65561b8	https://www.scalespace.co.uk/	https://media.linkedin.com/c
a dn.com/dms/image/C4D03AQEUVik0JfdLH	Lynn Haime	https://www.linkedin.com/in/lynn-haime-53a8a013	http://www.baltic-creative.com/	https://media.linkedin.com/c
US	Umer Shauket	https://www.linkedin.com/in/umer-shauket-918a1a56	http://www.allgroup.pk/	https://media.linkedin.com/c
a dn.com/aero-v1/sch/9c8perry4andzj6ohjk JS	Josie Saunders	https://www.linkedin.com/in/josie-saunders-a342014	http://www.csleris.co.uk/	https://media.linkedin.com/c
OB	Olli Jäät	https://www.linkedin.com/in/olli-batos	https://www.4walls.io/	https://media.linkedin.com/c
DK	Daniel Kaines	https://www.linkedin.com/in/daniel-kaines	https://app.lemist.com/teams/tea_2Qn2AsqA3XW2PilxFw	https://media.linkedin.com/c
SN	Sean Newman	https://www.linkedin.com/in/seannewmanuk	https://app.lemist.com/teams/tea_2Qn2AsqA3XW2PilxFw	https://media.linkedin.com/c
a dn.com/aero-v1/sch/1c5u578aixfi4m4dvc MG	Marie-Jane Gray	https://www.linkedin.com/in/marie-jane-gray-16b82913	http://christlewartgroup.com/	https://media.linkedin.com/c
a dn.com/dms/image/C5603AQH90diZNr_CS	Craig Stevens	https://www.linkedin.com/in/craig-stevens-1b607636	http://www.eightlam.co.uk/	https://media.linkedin.com/c
a dn.com/aero-v1/sch/9c8perry4andzj6ohjk PM	Paul Mcaninch	https://www.linkedin.com/in/paul-mcaninch-9a101923	https://app.lemist.com/teams/tea_2Qn2AsqA3XW2PilxFw	https://media.linkedin.com/c

This screenshot shows a sequence overview from a LinkedIn lead generation tool. It displays the following information:

- Overall sequence statistics:** 0 Active, 0 Paused, 0 Finished, 0 Bounced, 0 Not sent.
- Email statistics per individual:** Scheduled, Delivered, Reply, Interested, Opt out.
- Sequence Details:**
 - Day 1: Automatic email**: New Thread, (No Subject). Status: Active, Paused, Not sent, Bounced, Finished.
 - Day 2: Automatic email**: New Thread, (No Subject). Status: Active, Paused, Not sent, Bounced, Finished.
- Tools and Options:** Upgrade, Onboarding hub, Want to launch an effective sequence?, Create a sequence, Add steps to your sequence, Add leads to your sequence, Launch your sequence to begin outreach.

This screenshot shows a prospect search results page from a LinkedIn lead generation tool. The interface includes:

- Prospect** tab selected.
- People** and **Companies** filters.
- Default view** and **Hide Filters** buttons.
- Search** bar and **Create workflow** button.
- Statistics:** Total 84.8K, Net New 84.8K, Saved 0.
- Filters:** Include keywords (e.g. Cloud, AWS), Type of Keywords dropdown, Include ALL, Exclude keywords.
- Results:** A table listing prospects with columns: NAME, JOB TITLE, COMPANY. Examples include Damien Foussat (Project Manager - Project Manager, Losin), Sharifa Lawson (Project Manager, Brick), Hemant Avhad (Project Manager, Godr), and Shuvendu Paul (Project Manager, Knight).

This screenshot shows a sequence overview for the "IT CONSULTANTS" client from a LinkedIn lead generation tool. It displays the following information:

- Overall sequence statistics:** 0 Active, 0 Paused, 0 Finished, 0 Bounced, 0 Not sent.
- Email statistics per individual:** Scheduled, Delivered.
- Sequence Details:**
 - Day 1: Automatic email**: New Thread. Status: Active, Paused, Not sent, Bounced, Finished.
- Tools and Options:** Email statistics, Build Pipeline, Sequences, Emails, Calls.

More samples of my work

Using Monday.com to manage a project

You have 7 days left on your trial Upgrade Now

monday CRM See plans

Sequences
Quotes and Invoices
Mass email tracking
More

Favorites

Workspaces CRM Deals Leads Accounts Client Projects Activities Sales Dashboard

FINANCIAL TECHNOLOGY BUILD-UP

Main Table +

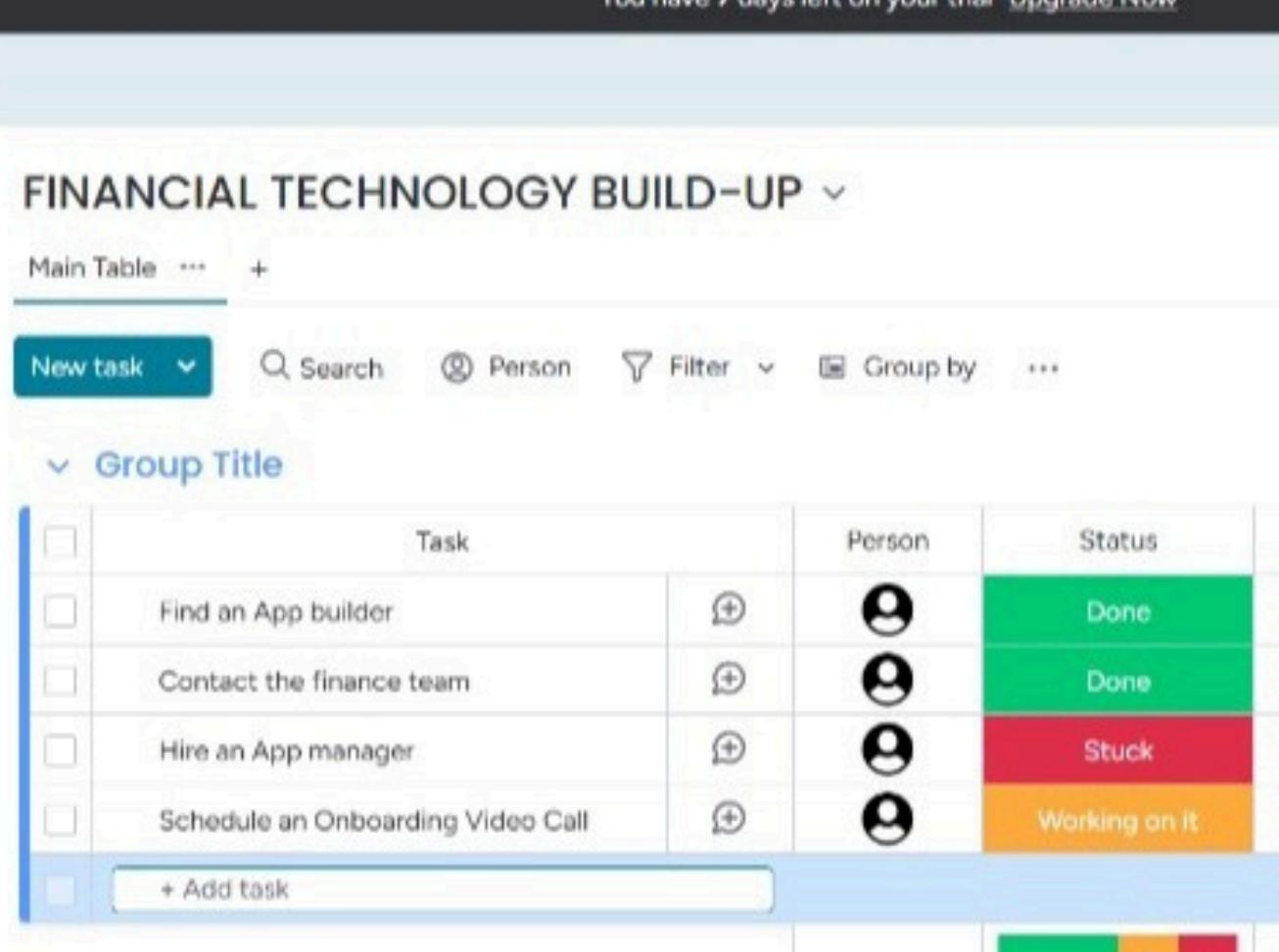
New task Search Person Filter Group by ...

Group Title

	Task	Person	Status
<input type="checkbox"/>	Find an App builder		Done
<input type="checkbox"/>	Contact the finance team		Done
<input type="checkbox"/>	Hire an App manager		Stuck
<input type="checkbox"/>	Schedule an Onboarding Video Call		Working on it

+ Add task

Group Title



day.com/boards/1933559250 You have 7 days left on your trial Upgrade Now

Integrate Automate Invite / 1

CIAL TECHNOLOGY BUILD-UP

... +

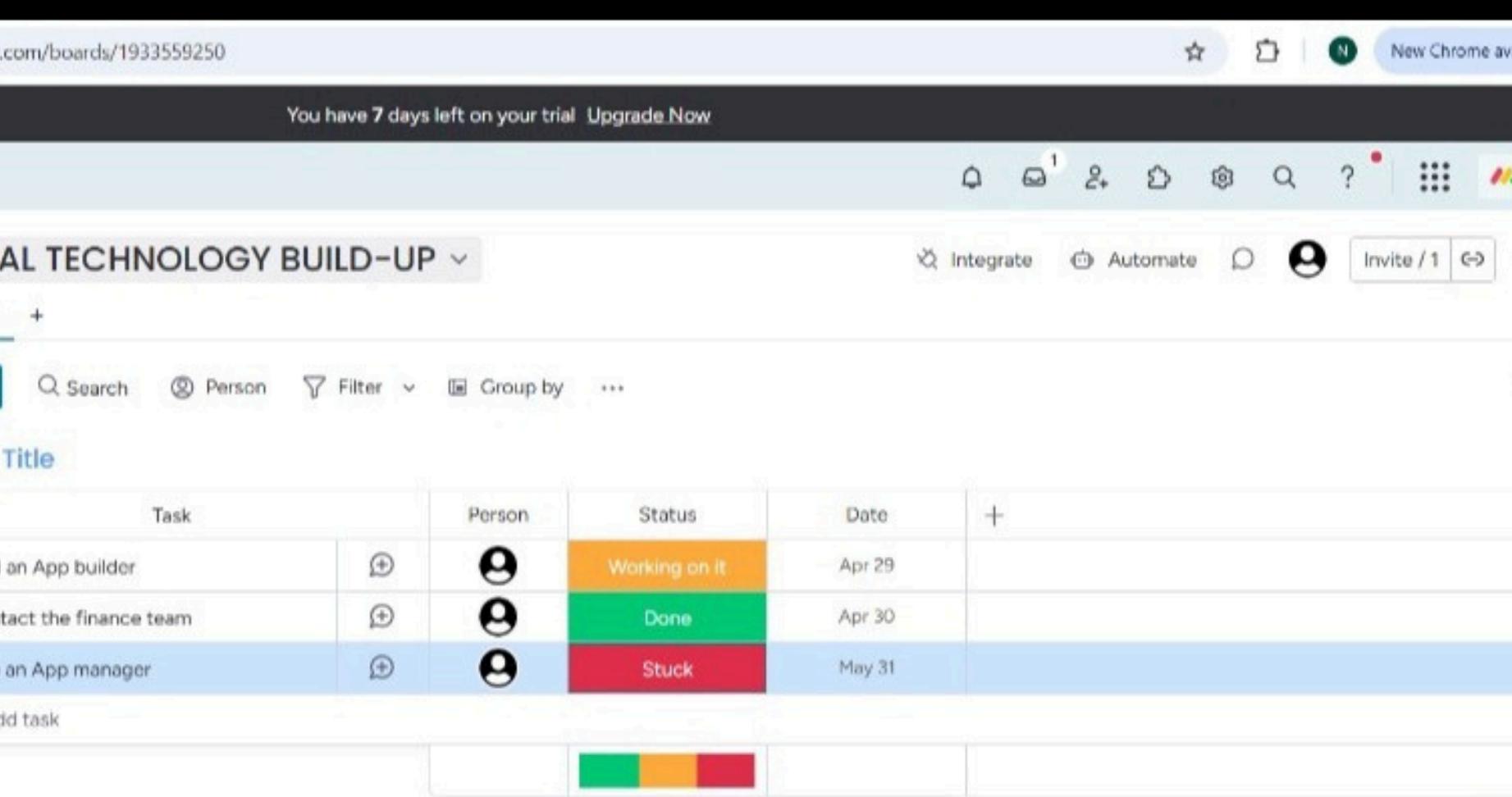
Search Person Filter Group by ...

Group Title

	Task	Person	Status	Date
	Find an App builder		Working on it	Apr 29
	Contact the finance team		Done	Apr 30
	Hire an App manager		Stuck	May 31

+ Add task

Group Title



More work samples

Project Management using Trello

The image shows two side-by-side screenshots of a Trello board titled "Sorting out my Gmail Box". The board has two cards:

- Data Purchase**: Status: In Progress, due Apr 28 - Apr 29, 0/2 completed.
- Logging into my Gmail Account**: Status: In Progress, due Apr 28 - Apr 29, 0/2 completed.

The board is set against a background image of a rocky, snowy landscape. The left screenshot shows the initial state with two cards. The right screenshot shows the cards have been moved to a separate board titled "Email Box".

Trello Left Screenshot Content:

- Left Sidebar:** Includes sections for "capture everything, wherever you are", "Forward any email to inbox@app.trello.com to add a card", "Learn how email to inbox works", "Connect Slack to save messages as cards in your Inbox", "Connect your Slack account", and "Connect Teams to save messages as cards in your Inbox".
- Search Bar:** "Search" icon.
- Board Title:** "Sorting out my Gmail Box" with a card count of 0/0.
- Card 1:** "Data Purchase" with a "Start" button.
- Card 2:** "Logging into my Gmail Account" with a "Start" button.
- Bottom Buttons:** "Add a card" and navigation icons.

Trello Right Screenshot Content:

- Search Bar:** "Search" icon.
- Board Title:** "Email Box" with a card count of 0/0.
- Card 1:** "Start the Sorting process" with a "Start" button.
- Card 2:** "In the end, make sure my mail is clean and organized" with a "Start" button.
- Card 3:** "Think Tank" with a progress bar (red) and a card titled "Log into my account" with a due date of Apr 28 - Apr 29 and 0/2 completed.
- Card 4:** "How to make your mail box look neat and organized" with a "Start" button.
- Bottom Buttons:** "Add a card" and navigation icons.

CRM & TICKETING TOOLS

The screenshot displays a user interface for managing contacts and tickets. On the left, a sidebar titled "Contacts" shows a search bar and a dropdown menu set to "PEOPLE". Below this are filters for "All users" (1), "All leads" (0), "Active" (1), "New" (0), and "Slipping away" (0). Under "COMPANIES", there are links for "Accounts" and "Conversations". The main area features a contact card for "Geneva Maley" (Lead) with a yellow circular icon containing "GM". The card includes fields for "Nachictch" (status), "Unknown" (location), "Unknown" (time), and "You" (owner). To the right is a ticket detail view for "Ticket with Geneva Maley" regarding a "Refund of Money". The ticket message reads:

Hi Geneva,

I apologize for the mix-up in delivery and the inconvenience caused by the delivery, and I understand your anger. Due to the perishable nature of our mac n' cheese, your request does not qualify for a refund, however, I will escalate this to the right team and negotiate for a discount on your next purchase. I wish you a happy birthday in arrears. Please look at our refund policy on our website for better understanding.

Kind Regards,

Below the ticket view are sections for "Recent events" (no recent events) and "Recent content" (no recent content).

CUSTOMER SUPPORT USING INTERCOM

The screenshot shows the Intercom ticket creation interface. On the left, a sidebar menu includes Home, Workspace, Subscription, Channels, Inbox, Team inboxes, Assignments, Macros, Tickets (selected), SLAs, AI & Automation, Integrations, and Data. A 'Get set up' button is at the bottom. The main area is titled 'DEBBIE' and shows a 'Details' section. It asks to select a ticket's category and configure its visibility to users, with 'Customer' selected. The 'Ticket Description' field contains a message from Debbie about a package delivery issue. Below it, 'Ticket sharing settings' are explained. A 'Fin AI Autofill' button is at the bottom.

The screenshot shows the Intercom ticket list interface. At the top, there are buttons for New, Search, Apps, and a profile icon. Below is a toolbar with icons for Reply, Add note, Forward, Close, Merge, Delete, and more. The main area lists a ticket titled 'Delivery Status Notification (Failure)'. The ticket details show the status is 5.1.1, with a Remote-MTA error message. It includes an 'Original message' block with email headers and a subject line 'Ticket Received - #78: It's time to make a decision on AI'. To the right, a sidebar shows 'CONTACT DETAILS' and a 'TIMELINE' with three entries for the same ticket, all marked as 'Open'.



These projects reflect my ability to create visually striking print collateral that communicates effectively and leaves a lasting impression.

CUSTOMER SUPPORT USING FRESHDESK.



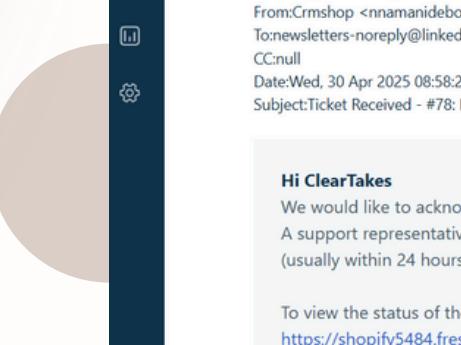
The Freshdesk interface is shown, featuring a ticket view for a customer named Nnamani Deborah Nnenna. The ticket subject is "UNABLE TO DOWNLOAD APP". The ticket details include:

- To: nnamanideborahnenna@gmail.com
- Hi Nnamani Deborah Nnenna,
- Please try and change your browser. Maybe your browser does not support the app
- Nnamani Deborah Nnenna replied: Hi Nnamani Deborah Nnenna, I'm glad its been resolved, should I consider this ticket closed?

The ticket status is set to Closed, a few seconds ago. Properties include:

- Type: Problem
- Status: Closed
- Priority: High

The sidebar shows recent tickets, time logs, to-do items, and integrated apps like Google Calendar, Slack, Microsoft Teams, and Google Analytics.



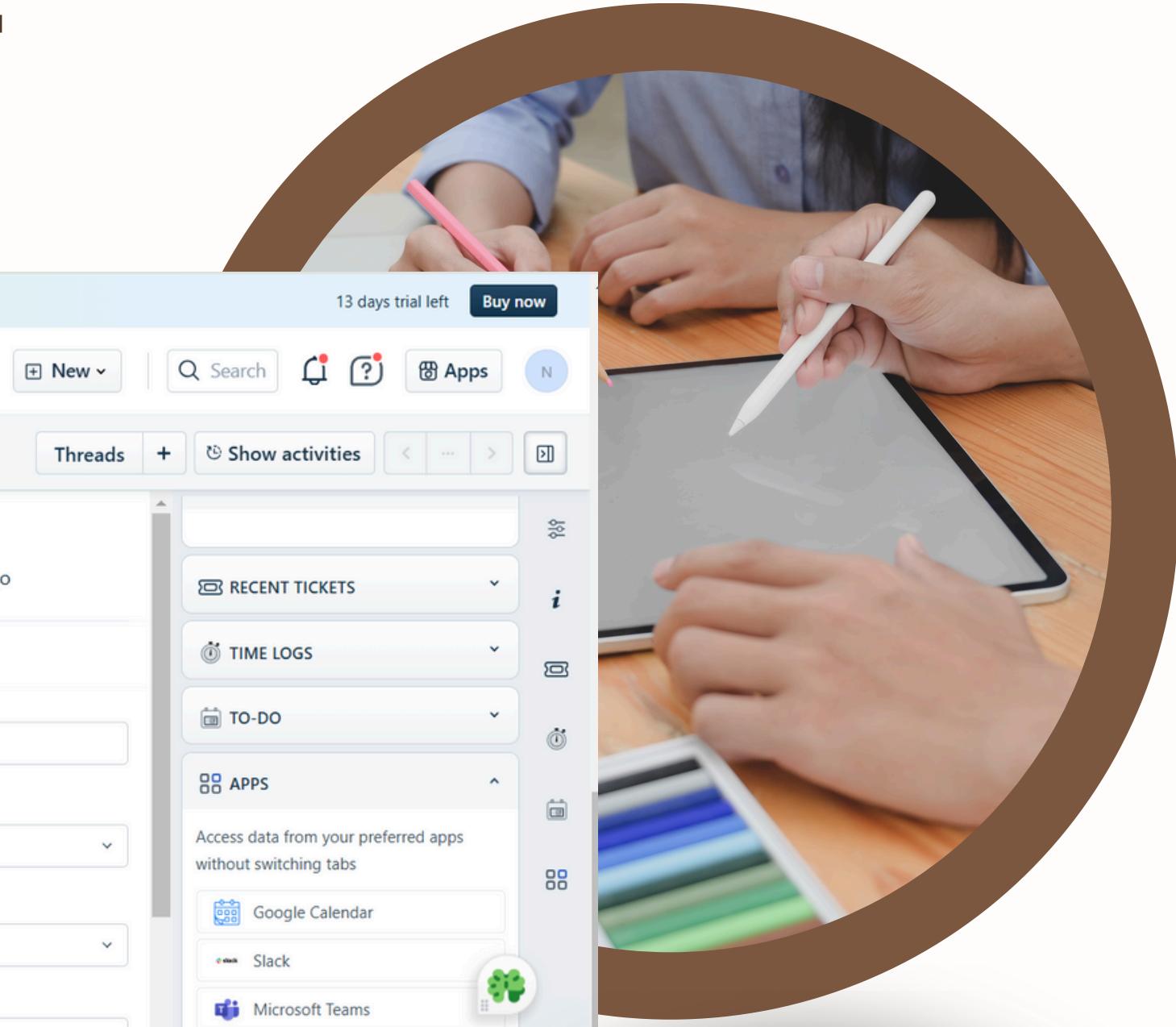
The Freshdesk interface is shown, featuring a ticket view for a customer named Nnamani Deborah Nnenna. The ticket subject is "UNABLE TO DOWNLOAD APP". The ticket details include:

- Add summary (powered by Freddy)
- Nnamani Deborah Nnenna reported via phone a few seconds ago (Wed, 30 Apr 2025 at 12:07 PM)
- I am trying to download the app your site recommended but it repeatedly bounced me back with an error message of unable to download app

The ticket status is Open, due on Wed, Apr 30, 2025 5:00 PM. Properties include:

- Type: Problem
- Status: Open
- Priority: High

The sidebar shows contact details, recent tickets, time logs, to-do items, and integrated apps like Google Calendar, Slack, Microsoft Teams, and Google Analytics.



The Freshdesk interface is shown, featuring a ticket view for a customer named Nnamani Deborah Nnenna. The ticket subject is "Delivery Status Notification (Failure)". The ticket details include:

- Status: 5.1.1
- Remote-MTA: dns; mail.c.linkedin.com. (2620:109:c006:104::215, the server for the domain linkedin.com.)
- Diagnostic-Code: smtp; 550 5.1.1 Invalid recipient
- Last-Attempt-Date: Wed, 30 Apr 2025 01:58:28 -0700 (PDT)
- Original message from: Crmshop <nnamanideborahnenna@gmail.com> To: newsletters-noreply@linkedin.com Cc: null Date: Wed, 30 Apr 2025 08:58:22 +0000 Subject: Ticket Received - #78: It's time to make a decision on AI

The ticket status is Open, due on Fri, May 2, 2025 10:00 PM. Properties include:

- Type: Problem
- Status: Open
- Priority: Low

The sidebar shows contact details, timeline, and integrated apps like Google Calendar, Slack, Microsoft Teams, and Google Analytics.

APPOINTMENT SETTING WITH GOOGLE CALENDAR

The image displays a composite view of Google Calendar across three main sections:

- Top Section:** Shows a weekly view for February 2025. A tooltip for an appointment on February 20 at 2-3pm indicates "You're invited: Cleva".
- Middle Section:** Shows a daily view for February 21, 2025. It includes a green bar for an event titled "Meet And Greet Among New Friends" from 4pm to 5pm at Mees Palace.
- Bottom Section:** Shows a detailed view of an appointment scheduled for Wednesday, February 26, 2025. The invitation card includes:
 - PRACTICE FOR LINKEDIN** (Event title)
 - Wednesday, February 26 - 4:30 – 5:00pm (Event time)
 - Weekly on Wednesday, 6 times (Recurrence)
 - Invite via link** button
 - Join with Google Meet** button with the URL meet.google.com/yov-sowk-nqu
 - Location: Mees Palace, RWR5+R3, Jos 930103, Plateau, Nigeria
 - Guests: 2 guests (1 yes, 1 awaiting)
 - Organizer: Nnamani Deborah Nnenna (Email: hilarychuma@gmail.com)
 - Reminder: 10 minutes before, 1 hour before
 - Going?** poll options: Yes, No, Maybe
 - Add note** button

Trainings and Certifications.

> **Digital Witch Academy**: Customer Support & Technical Support _: 2024

> **MacNel Consult Ltd**: Certified Professional in Human Resource Management (**CPHRM**) 2015

> **MacNel Consult Ltd**: Work Ethics; Office Administration & Management, Customer Service/Satisfaction. 2015



SERVICES & AREAS OF EXPERTISE

- >**General Virtual Assistant**
 - >**IT Support**
 - >**Lead Generation**
 - <**Cold Calling**
 - >**Appointment Setting**
 - >**Customer Support**

TECHNICAL & SOFT SKILLS

- >**Lead Generation Platforms(Apollo.io, Lemlist, Google Map)**
- >**Appointment Setting Platforms(Google calendar, Calendly, picktime, simplybook.me**
- >**Project Management Tools- Asana, TRello, Monday.Com**
- >**CRM & Ticketing Tools(Freshdesk, Zendesk, Jira)**
- >**Organizational & Time Management**
 - >**Problem Solving**
- >**Collaboration & Cross-functional Teamwork**
- >**Proficiency with Collaboration Platforms (Slack, Microsoft Teams, Google Workspace)**
- >**Excellent Customer Service etc.**

**Thank you for taking your
time to visit my portfolio,
and I hope you find
inspiration in my work!**

Please, kindly give me a chance so i
can work with you.

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