



NJOM FERDINAND

ADMINISTRATIVE ASSISTANT

CONTACT

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✉ techyferd@gmail.com

📍 Lagos, Nigeria (Open to work across time zones)

EDUCATION

2017 - 2023

FUTA

- Electrical Electronics Engineering

SKILLS

- Proactive Communication
- Calendar & Appointment Management
- Project Management (Asana, Trello)
- Inbox Organization & Email Management
- Research Skills
- Expense Tracking & Reporting (Quickbooks, Expensify)
- Social Media Management (Hootsuite)
- - Time Tracking & Billing Accuracy
- - Task Prioritization & Multitasking
- - Client Relationship Management
- - Tech Proficiency (Google Suite, Microsoft Office, Slack, CRM platforms : Salesforce, Hubspot, getresponse, clickfunnels)
- Wordpress

LANGUAGES

- English (Expert)

PROFILE

- Accomplished Virtual Assistant with over 5 years of experience supporting C-level executives, boosting efficiency and client satisfaction by streamlining workflows.
- Proven track record in managing complex schedules, optimizing inboxes, and enhancing project completion rates by over 30%.
- Skilled communicator adept at proactive client updates and high-accuracy reporting, achieving a 95% client retention rate.
- Technically proficient in Google Suite, Trello, Asana, and CRM tools, driving effective remote support and seamless task management.

PROFESSIONAL EXPERIENCE

Virtual Assistant | Freelance for Various Clients

Remote

2021 - PRESENT

- Maintained 95% Client Retention: Provided tailored support to 12+ clients, adapting services to their needs and achieving high satisfaction through proactive communication.
- Boosted Task Efficiency by 30%: Utilized Trello to prioritize tasks, meeting deadlines consistently on 10+ concurrent projects and increasing client productivity.
- Enhanced Social Media Presence: Managed social accounts with Hootsuite, increasing engagement by 20% for clients in consulting and coaching sectors.
- Accurate Billing & Time Reporting: Tracked hours with 98% accuracy, delivering weekly reports that strengthened client transparency and trust.
- Time-Saving Research: Conducted travel and project research, saving clients 5+ hours monthly on planning, enhancing decision-making.

Executive Assistant | Synergy Solutions Corp

Virtual Solutions Hub - Remote

2018 - 2021

- Streamlined Executive Schedules: Managed CEO and COO calendars, reducing scheduling conflicts by 30% and coordinating 50+ monthly meetings to maximize time for strategic initiatives.
- Optimized Communication: Reduced inbox volume by 40% through proactive email management, maintaining a 45-minute response time for priority messages.
- Supported Key Projects: Tracked timelines in Asana, achieving 95% on-time project delivery through regular updates and clear task management.
- Enhanced Financial Accuracy: Processed monthly expenses, cutting reporting errors by 25% via Quickbooks, saving executives 10+ hours in budget tracking.
- Increased Meeting Productivity: Prepared agendas, notes, and action items, ensuring accountability and effective follow-ups in high-priority virtual meetings.