

UCHENDU MOVEAHEAD CHISOM

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EXECUTIVE VIRTUAL ASSISTANT | ADMINISTRATIVE & OPERATIONS SUPPORT

PROFESSIONAL SUMMARY

Executive and administrative support professional with 7+ years of experience across executive assistance, healthcare operations, customer service, sales coordination, records management, scheduling, research, and digital administration. Experienced in supporting business owners and healthcare professionals with calendar and appointment management, customer communication, documentation, follow-ups, procurement, and operational coordination. Managed support activities across 500+ clients and 2,000+ customer interactions/tasks, while digitizing business records and contributing to reported 60% time savings and 70% fewer recordkeeping errors. Tech-savvy and actively expanding expertise in CRM, project management, AI, and automation tools to provide efficient, proactive remote support.

KEY SKILLS

Executive & Administrative Support | Calendar & Appointment Management | Email & Inbox Management | CRM & Database Management | Online Research | Operations Coordination | Customer Service | Proactive Problem-Solving | Attention to Detail | Organization & Time Management | Adaptability | Professional Communication

PROFESSIONAL EXPERIENCE

Operations Manager

KEDI HEALTHCARE NIGERIA LTD | March 2018 – August 2020

- Provided administrative and executive support to the CEO, coordinating calendars, appointments, customer follow-ups, communications, seminars, and day-to-day operations.
- Supported a growing customer base of 2,000+ customers, handling approximately 10–15 customer interactions daily through phone, WhatsApp, and in-person communication.
- Managed customer inquiries and complaints, resolving issues where possible and escalating complex matters appropriately to maintain service quality.
- Maintained customer, sales, inventory, registration, purchase, observation, and complaint records across multiple operational processes.
- Coordinated sales activities and customer transactions while ensuring purchases and customer information were accurately recorded.
- Trained new staff and supported team coordination, helping maintain consistent operational and customer-service procedures.
- Created 100+ digital marketing and business materials, including flyers, banners, presentations, and seminar materials using Canva and Microsoft Office.
- Organized and supported seminars by coordinating communications, schedules, materials, and participant information.
- Received an Excellent Leadership Award for leadership and operational performance.

Operations Manager / Sales Representative

GHT HEALTHCARE INTERNATIONAL | September 2020 – February 2026

- Provided executive and administrative support to 2 senior stakeholders, coordinating appointments, calendars, meetings, documents, follow-ups, and daily business activities.
- Supported 500+ clients while handling approximately 2,000+ administrative and operational tasks involving customer service, records, sales, scheduling, procurement, and follow-up.
- Built and maintained digital Excel databases covering client/patient records, prescriptions, sales, and inventory, replacing fragmented physical recordkeeping and contributing to reported 60% time savings.
- Digitized and organized 500+ documents and records, improving accessibility and contributing to a reported 70% reduction in recordkeeping errors.
- Maintained a monthly sales-entry process requiring all customer purchases to be entered by the 8th of each month, consistently meeting the deadline.

- Conducted online research into healthcare products, medications, diseases, herbal ingredients, market demand, and customer needs to support business and content decisions.
- Coordinated interstate travel, online procurement, payments, invoices, and product sourcing across 5+ digital commerce platforms, including Jumia, Jiji, Alibaba, and Amazon.
- Managed customer inquiries and complaints proactively, contributing to a reported 100% customer satisfaction rate.
- Supported sales and business activities associated with a reported 75% increase in sales/revenue.
- Researched healthcare topics and transformed findings into 100+ educational and promotional content assets, including videos, presentations, graphics, and social-media materials.
- Received an Outstanding Leadership Award for professional leadership and performance.

Course Representative / Academic Administrative Support

University of Cross River State | January 2025 – Present

- Support lecturers with the preparation and organization of course materials by converting information from textbooks and academic resources into structured lecture materials.
- Coordinate academic information between lecturers and students through Microsoft Word and WhatsApp, supporting communication across multiple courses and class activities.
- Assist with lecture scheduling, timetable coordination, and academic administration to improve communication and support timely delivery of lectures.
- Provide administrative support in both on-site and remote settings while balancing academic responsibilities.

TECH PROFICIENCY

Productivity & Administration: Microsoft Word, Microsoft Excel, WPS Office, Google Docs, Google Drive, Google Calendar

Communication & Collaboration: WhatsApp, Zoom, Google Meet, Calendly, Loom

CRM & Business Tools: HubSpot CRM (training), Zoho CRM (training), Salesforce (training)

AI & Automation: ChatGPT, Claude, Gemini, Grok, Grammarly, AI-assisted research, AI-assisted content creation

Design & Content: Canva, CapCut, Clipchamp, Whisk, Google Veo, ElevenLabs, PixVerse, Speechma, Suno

Project Management: Asana (training), Trello (training), ClickUp (training), Monday.com (training)

EDUCATION

Bachelor of Science — Science & Laboratory Technology (In Progress)

University of Cross River State, Nigeria | Expected 2029

National Diploma — Science Laboratory Technology

TRAINING & CERTIFICATIONS

- Virtual Assistant Training — Udemy — 2026
- Virtual Assistant Training — The Virtual Savvy
- Microsoft Office Training
- Additional practical training in customer service, healthcare administration, digital content creation, online research, data entry, AI-assisted productivity, and administrative support.

REMOTE WORK READINESS

Internet: MTN / Airtel | Approximately 10–25 Mbps

Backup Internet: MTN Wi-Fi

Power Backup: Generator | Up to approximately 10 hours

Computer: HP EliteBook x360 1030 G2 | Intel Core i5-7300U | 8 GB RAM | Windows 11 Pro

Mobile: Infinix Android smartphone

Equipment: Built-in webcam | Headset/earphones

Workspace: Dedicated workspace with table and chair

Environment: Quiet environment suitable for professional calls

Availability: Full-time | 40+ hours/week | Flexible across U.S. time zones

LANGUAGES

English: Native/Fluent

Nigerian Pidgin: Native

Igbo: Conversational