

AYOGU CHIOMA EMMANUELLA

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Executive Assistant | Corporate Communications | Operations Support | Stakeholder Management | Digital marketer

PROFESSIONAL SUMMARY

A highly articulate, proactive, and detail-oriented Executive Assistant with a strong background in corporate communications, strategic stakeholder engagement, and high-volume operations management. Proven track record of supporting executive-level operations, managing complex schedules, driving business correspondence, and maintaining absolute discretion and confidentiality. Leverages advanced interpersonal skills, a degree in Linguistics, and entrepreneurial leadership experience to streamline executive workflows, represent leadership professionally, and drive cross-functional alignment in fast-paced corporate environments.

CORE COMPETENCIES

Executive Support: Strategic Calendar Management, Travel Logistics, Meeting Coordination, Confidentiality & Discretion

Business Operations: Executive Correspondence, Administrative Coordination, Record Keeping, Workflow Optimization

Stakeholder Management: High-Net-Worth Client Relations, Board & Investor Communication, Conflict Resolution

Technical & Tools: Microsoft Office Suite (Excel, Word, PowerPoint), Google Workspace, Digital File Management

PROFESSIONAL EXPERIENCE

- Consistently worked toward and achieved daily/weekly sales targets through lead generation, follow-ups and conversion.
- Expanded the customer base through proactive prospecting, referrals and relationship management.
- Improved customer retention through timely follow-ups and responsive after-sales support.
- Increased daily sales from **15 to 25–30 units** through strategic physical marketing and direct customer engagement

CUSTOMER RELATIONS MANAGER

ICAN Beauty Salon & Spa | Lagos, Nigeria | 2024 – Present

Operations Oversight: Managed day-to-day administrative and front-of-house operations, ensuring seamless executive execution and staff coordination during peak business hours.

Client Confidentiality & Discretion: Handled sensitive client data, VIP preferences, and high-profile inquiries while maintaining strict confidentiality standards.

Issue Resolution & Communication: Acted as the primary escalation point for complex inquiries and operational bottlenecks, implementing solution-focused strategies to preserve client retention.

Cross-Functional Collaboration: Coordinated cross-departmental schedules and task assignments to optimize service delivery and operational productivity.

CUSTOMER RELATIONS & TELESales CONSULTANT

Certification Edge | Jan 2024 – June 2024

Executive Communications: Prepared formal business correspondence, program summaries, and briefing notes for prospective high-level clients.

Database & Information Management: Maintained meticulous tracking records and lead pipelines using CRM platforms and digital databases to improve organizational workflow.

Cross-Departmental Liaison: Collaborated directly with internal executive teams to align client acquisition targets with organizational capabilities.

EDUCATION

Bachelor of Arts (B.A.) in Linguistics | University of Nigeria, Nsukka

National Youth Service Corps (NYSC) | Completed (2025)

CERTIFICATION: Ultimate Sales Bootcamp (Negotiation, CRM, Business Communication), Digital Marketing (In Progress)

TECHNICAL SKILLS

1. **Communication & Stakeholder Management** — clear professional communication with clients, teams, management, and external partners.
2. **Administrative & Operational Coordination** — managing schedules, documents, meetings, processes, and day-to-day operations.
3. **Customer & Client Relationship Management** — handling enquiries, resolving issues, follow-ups, and maintaining strong relationships.
4. **Problem-Solving & Decision-Making** — identifying issues quickly and finding practical solutions while keeping operations moving.
5. **Digital Tools & Data Management** — proficiency with Microsoft Office/Google Workspace, CRM systems, reporting, email management, and other productivity tools.

