

DEBORAH YEKACHI JOSHUA

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PROFESSIONAL SUMMARY

Administrative and Operations Support Professional with experience in scheduling, customer support, documentation, data management, and office operations. Experienced in supporting healthcare, research, and corporate teams through record management, communication, reporting, and day-to-day administrative support. Strong organisational and communication skills with the ability to manage multiple tasks, maintain accurate records, and work effectively in remote environments.

CORE COMPETENCIES

Administrative Coordination	Customer Support
Email & Calendar Management	Data Entry & Record Management
Research & Data Support	Meeting Documentation
Project Support	Report Preparation
Google Workspace	Communication & Correspondence
File & Document Management	Operations Support

PROFESSIONAL EXPERIENCE

Administrative & Operations Support Specialist

Corporate Operations Unit (NYSC), Ibadan | July 2025 – May 2026

- Managed executive correspondence and administrative requests.
- Scheduled meetings, coordinated calendars, and tracked follow-up actions.
- Maintained records, reports, and operational documents.
- Performed data entry and record verification using spreadsheets.
- Prepared documents and reports to support daily operations.
- Communicated with staff and external contacts through email and phone.

Administrative Assistant

Graceland Medical Centre, Ilorin | April – June 2022

- Scheduled patient appointments and coordinated clinic schedules.
- Managed front-desk activities and assisted patients with inquiries.
- Maintained confidential patient, billing, and administrative records.
- Supported staff scheduling and documentation processes.
- Assisted with office organisation and daily administrative tasks.

Academic Research & Data Support

Ahmadu Bello University, Zaria | 2024

- Conducted research and gathered information from multiple sources.
- Organised datasets and maintained documentation systems.
- Prepared reports, summaries, and presentations.
- Maintained accurate records and research documentation.

EDUCATION

Bachelor of Science (B.Sc.) — Human Anatomy

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TECHNICAL SKILLS

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|---|--|
| • Google Workspace (Docs, Sheets, Gmail, Calendar, Drive) | • Notion Front Zendesk |
| • Microsoft Office Suite | • Zoom, Slack & Google Meet |
| • GoHighLevel CRM | • CRM & Customer Support Platforms |
| • Trello & Task Management Tools | • Internet Research Data Entry & Documentation Systems |

ADDITIONAL STRENGTHS

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| • Strong written and verbal communication | • Team collaboration and coordination |
| • Attention to detail and organisation | • Time management and multitasking |
| • Ability to work independently and remotely | • Adaptability and willingness to learn |

CERTIFICATIONS

- EF SET English Certificate – C1 Advanced
- Virtual Assistant Professional Certification – Alison
- Product School Micro-Certifications

ADDITIONAL INFORMATION

- Languages: English (C1 Advanced), Yoruba (Native)
- Typing Speed: 40 WPM
- Available Full-Time Across US, UK, and EU Working Hours
- Reliable Internet Connection, Backup Power Supply, and Quiet Workspace

REFERENCES

Available upon request.