

JULIET ADAMMA EKEMEJERO

Operations Assistant | Virtual Assistant | Customer Support

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PROFESSIONAL SUMMARY

Versatile and detail-oriented Virtual Assistant, Operations Coordinator, and Customer Support Specialist with experience supporting remote teams in marketing, tech, and e-commerce environments. Skilled in workflow coordination, digital campaign support, ticket management, and high-volume client communication. Proficient in tools such as Google Workspace, Canva, Meta Business Suite, and CRM platforms to streamline operations and maintain organized data systems. Brings a strong background in healthcare and operations support, with excellent communication, problem-solving, and multitasking abilities in fast-paced remote settings.

CORE SKILLS

• Virtual Assistance & Administrative Support

- Calendar, inbox, and task management
- Google Workspace & Microsoft Office Suite
- File organization using Dropbox & Google Drive
- Data entry, research, and documentation
- Zoom meeting coordination and agenda preparation
- Basic experience with CRM systems such as Zoho and HubSpot.
- Appointment booking, travel scheduling
- Time zone flexibility for global teams

• Operations & Project Coordination

- Workflow coordination and task tracking
- Project follow-ups and deadline monitoring
- Cross-team communication and updates
- Campaign coordination and deliverable tracking
- Process documentation and operational reporting
- Brief distribution and creator/client follow-ups
- Troubleshooting operational issues and escalation
- Ensuring timely completion of assigned projects

• Customer Support

- Live chat, email & WhatsApp support
- Conflict resolution & complaint handling
- Empathy, active listening & clear communication
- Basic experience with support ticket systems (Zendesk, Freshdesk, Intercom)
- Response prioritization & follow-up
- Able to handle high-volume client communication professionally

• Social Media Support

- Social media monitoring, content organization and asset management
- Basic Canva design & caption writing
- Familiar with WhatsApp, Instagram, Facebook, TikTok & Twitter (X)
- DM/comment response and basic engagement support

• Tech & Tools

- Google Workspace (Docs, Chat, Email, Sheets, Slides, Calendar)
- Dropbox, Zoom, Loom, Microsoft Office (Word, Excel, PowerPoint, Spreadsheet)
- Canva, Capcut, ChatGPT, Meta Business Suite, Buffer (learning)
- SORMAS (data entry – health-related)

WORK EXPERIENCE

Assistant Operations Manager | Nova (Loopify360) – Remote | Jan. 2026 – Present

- Coordinating daily operations between brands, creators, and internal teams to ensure smooth campaign execution.
- Managing creator briefs, script reviews, and content approvals to ensure quality and brand alignment.
- Tracking project timelines and following up on pending deliverables to meet campaign deadlines.
- Monitoring video posting schedules and campaign performance across social media platforms.
- Communicating with creators and stakeholders to resolve issues and maintain workflow efficiency.
- Maintaining project records and updating tracking sheets/CRM tools for operational transparency.
- Supporting onboarding and coordination of new marketing campaigns and partnerships.

Customer Support & Rider Onboarding Associate | Lojis App – Freelance | Dec. 2025 – Feb. 2026

- Supported the early-stage launch of the Lojis platform by assisting riders with onboarding and registration.
- Guided drivers through account setup, verification requirements, and compliance documentation.
- Managed and resolved customer and driver support tickets, providing timely solutions to platform-related issues.
- Responded to inquiries via support channels, ensuring a positive user experience for both customers and riders.
- Troubleshoot app usage issues and registration challenges, escalating complex cases to the technical team when necessary.
- Contributed to smooth platform operations by ensuring riders understood policies, procedures, and app functionality.

Customer Service & Support Specialist | Flezpay – Remote/Nigeria | Sept. 2025 – Dec. 2025

- Provide customer assistance through chat, email, and phone calls, resolving inquiries quickly and professionally.
- Schedule demo meetings and guide clients during onboarding sessions.
- Assist clients through app installation and account setup, improving adoption efficiency by 20%.
- Follow up with clients to ensure smooth usage of the platform and resolve any issues promptly.
- Maintained a 98% satisfaction rate through timely and empathetic support.

Data Entry Specialist (Contract) | Artree Germany – Remote | May 2025 – July 2025

- Entered, updated, and verified large volumes of data with high accuracy.
- Maintained detailed and organized records for team use.
- Assisted with administrative tasks and workflow coordination in a remote team setting.

Volunteer Virtual Assistant | The WorkZone Podcast – Remote/USA | Nov. 2024 – May 2025

- Provide social media support by tracking music content from individual artists.
- Curate and organize screenshots from Spotify, Apple Music, etc., using Dropbox.
- Maintain structured folders and file systems for the artist's projects. Use Google Workspace for communication and task organization.

Virtual Assistant (Contract) | Bandraflowers – Remote/Canada | June 2024 – Sept. 2024

- Managed Zoom meetings, sent invitations, and distributed agendas.
- Handled inbox and scheduled appointments for the supervisor.
- Provided customer support via calls, emails, and live chat, ensuring prompt resolutions.
- Gathered and entered online data into spreadsheets.

Registered Nurse/Midwife (RN/RM) | Anchored Hospital – Ilorin, Nigeria | Feb. 2023 – Dec. 2024

- Collaborated with healthcare teams to implement effective patient care plans.
- Managed patient admissions, medication administration, and wound care and delivery.
- Educated patients on recovery, wellness, mother and child care/support and preventive care.

Data Entry Volunteer | UCTH Covid-19 Response Team – Calabar, Nigeria | Apr – Jul 2020

- Investigated COVID-19 cases and conducted daily monitoring of contacts.
- Entered and verified public health data into the SORMAS system with accuracy.

EDUCATION

Bachelor of Nursing Science (B.N.Sc) – University of Calabar, Nigeria | 2017

PROJECTS & VOLUNTEER WORK

- Child Immunization Volunteer – Anchored Hospital | 2023
- COVID-19 Surveillance Volunteer – UCTH | 2020
- Health Awareness & Outreach – Calabar & UCTH | 2018–2019
- Seminar Project: Job Satisfaction Among Nurses in Nigeria
- Research Work: Patient Waiting Time & Antenatal Care Delivery