

PRECIOUS UCHECHUKWU NWAFOR

ADMINISTRATIVE AND OPERATIONS SUPPORT

Abuja, Nigeria | +234 902 784 5918 | nwaforprecious233@gmail.com

PROFESSIONAL PROFILE

Administrative and operations professional with over seven years of experience supporting business activities, customers, teams, and leadership across different time zones and work environments. I bring a practical, organized approach to keeping schedules, communications, records, and day-to-day activities on track. My experience spans administrative coordination, calendar and email management, customer service, research, marketing outreach, CRM workflows, and stakeholder communication. I am comfortable managing competing priorities, following through on details, and working independently while keeping communication clear, professional, and timely.

CORE COMPETENCIES

Administrative Support	Operations Coordination	Calendar & Scheduling	Email & Correspondence
Microsoft Office	Data Entry & Records	Research	Marketing Outreach
CRM Workflows	Stakeholder Communication	Customer Support	Remote Collaboration

PROFESSIONAL EXPERIENCE

01/2026 – Present | PERSONAL ASSISTANT TO THE FOUNDER | MARKETING & OPERATIONS COORDINATOR

Blessed Beginnings Independent Living Housing | Phoenix, Arizona, USA | Remote

- Manage activities and scheduling for the founder, including planning weekend activities and scheduling upcoming meetings and commitments.
- Organize email workflows, draft professional correspondence, prepare follow-up messages, and keep communications organized for timely action.
- Plan and coordinate marketing outreach and email campaigns, including researching contacts, organizing campaign information, preparing messages, and tracking follow-ups.
- Support research, client-facing materials, program communications, administrative records, and other operational activities as assigned.

01/2026 – Present | CUSTOMER SUPPORT OPERATIONS SPECIALIST (PROJECT-BASED)

SME Careers | San Francisco, California, USA | Remote

- Collaborate on project-based customer support and operational workflows involving high-volume support records and transaction data.
- Translate customer feedback and operational observations into practical guidance to improve communication, service delivery, and retention.
- Use ticketing systems and tracking spreadsheets to maintain accurate records, document activity, and provide clear status updates.
- Support structured documentation and workflow organization during active project cycles.

07/2025 – Present | CUSTOMER SUPPORT SPECIALIST (PART-TIME)

ModSquad | California, USA | Remote

- Deliver omnichannel support to global enterprise accounts while managing account health, ticket trends, and service-level requirements.
- Use Zendesk, Halo ITSM, Dialpad, Slack, and Zoom Workforce Management to log, document, track, and resolve customer and technical inquiries.
- Partner with cross-functional technical teams to review support processes and identify recurring user friction points.
- Contribute to knowledge-base resources and support documentation based on customer trends and recurring issues.

08/2024 – 02/2025 | CUSTOMER SERVICE EXECUTIVE

Origin Tech Group | Abuja, Nigeria

- Oversaw enterprise customer relationships and account communications, supporting proactive engagement and long-term client retention.
- Handled complex and escalated customer service issues using structured problem-solving workflows aligned with company policies.
- Monitored service delivery logs and customer satisfaction trends to support service-level compliance.
- Maintained professional communication with customers and internal stakeholders while coordinating issue resolution.

06/2024 – 07/2024 | CLIENT INTAKE AND DATA ENTRY SPECIALIST

Radiance Home Care | USA | Remote

- Executed administrative data entry and validation workflows, maintaining accurate information within corporate tracking systems.
- Managed client account data by auditing intake files, updating records, and entering account setup information.
- Served as a central communications bridge, updating digital files and resolving system data discrepancies.
- Maintained data integrity and organized records to support accurate and continuous service delivery.

04/2024 – 06/2026 | INTERNATIONAL ELECTORAL OBSERVER — INDEPENDENT CONTRACTOR

ECOWAS | Togo (04/2024–05/2024) • Côte d'Ivoire (10/2025–11/2025) • Guinea (05/2026–06/2026) | On-site

- Supported international election observation missions across three countries, monitoring field operations, administrative processes, communication protocols, accessibility provisions, and compliance with established guidelines.
- Coordinated with regional and local stakeholders, participated in briefings and alignment meetings, and supported documentation of operational and logistical issues.
- Collected, validated, and organized field observations, tracking data, process notes, and administrative findings for structured evaluation reporting.
- Contributed to comprehensive mission reports and practical recommendations focused on operational efficiency, accessibility, service processes, and stakeholder coordination.

01/2020 – 02/2024 | DERIVATIVES TRADER

Self-employed | Abuja, Nigeria

- Executed and documented financial transactions while tracking portfolio data and performance metrics.
- Monitored multi-channel financial information and market trends to support structured risk assessments and decision-making.
- Resolved transaction data discrepancies and balance deviations using systematic problem-solving workflows.

07/2020 – 12/2021 | OFFICE MANAGER

Splurge Fabriks and Accessories | Calabar, Nigeria

- Oversaw daily office logistics and product fulfillment cycles, supporting operational improvements and timely customer service.
- Delivered customer service by auditing client orders, tracking issues, and proactively resolving ordering delays.
- Supervised the billing pipeline and maintained alignment between customer invoice records and dispatch information.
- Coordinated administrative activities and maintained organized operational records.

03/2018 – 01/2020 | FRONT OFFICE MANAGER

- Fouwood Nigeria Limited | Calabar, Nigeria
- Directed a front-facing customer service and administrative team of three to support client onboarding and daily operations.
 - Served as the executive point of contact for corporate visitors and VIP clients and managed complex inquiries and escalations.
 - Maintained accurate digital client records and administrative databases with strong attention to detail and formatting.
 - Coordinated front-office activities and supported professional communication with internal and external stakeholders.

06/2016 – 11/2017 | HUMAN RESOURCES ASSISTANT

- Tsemach Adomai Nigeria Limited | Calabar, Nigeria
- Served as a central point of contact for staff inquiries regarding company procedures, benefits, and payroll timelines.
 - Coordinated recruitment administration, reviewed applications, and managed structured applicant communication.
 - Maintained data integrity across HR systems, including interview schedules, candidate tracking files, and onboarding records.
 - Supported administrative coordination and communication between staff, candidates, and management.

05/2015 – 05/2016 | EDUCATIONAL INSTRUCTOR

- Etinan Community Secondary School (NYSC) | Nigeria
- Collaborated with administrative leads to develop structured plans and align instructional milestones.
 - Prepared presentation materials and adapted communication approaches to different learner needs.
 - Used clear, multi-channel communication to explain information and maintain constructive stakeholder feedback.

VOLUNTEER & COMMUNITY SERVICE

03/2023 – Present | PROGRAM COORDINATION OFFICER (VOLUNTEER)
El Echad Foundation | Nigeria
Coordinate program activities, volunteer workflows, stakeholder communication, schedules, resources, and administrative follow-up.

TRAINING & PROFESSIONAL DEVELOPMENT

01/2026 – Present | CLOUD ENGINEERING & TECHNICAL SUPPORT TRAINING
SS Labs | Contract | Nigeria
Training in cloud computing, technical support workflows, Azure infrastructure, technical documentation, AI model annotation, data analysis, and workflow optimization.

EDUCATION

03/2020	Master's Degree — Service Marketing	University of Calabar
08/2014	Bachelor's Degree — Banking and Finance	Madonna University

CERTIFICATIONS

- Microsoft Applied Skills: Get started with identities and access using Microsoft Entra — Jul 2026
- Microsoft Applied Skills: Get started with cloud security and monitoring tasks — Jun 2026
- Microsoft Applied Skills: Configure secure access to your workloads using Azure networking — Jun 2026
- Microsoft Applied Skills: Accelerate AI-assisted development by using GitHub Copilot — Mar 2026
- Microsoft Applied Skills: Get started with Azure management tasks — Mar 2026
- International Project Management — Project Management Academy — Jun 2025
- Customer Service Skills — ALISON (CPD) — Aug 2024
- Election Observation Course — Kofi Annan International Peacekeeping Training Centre — Apr 2026
- Diploma in Strategic Management — ALISON (CPD) — Nov 2015
- Certificate of Proficiency in Information System Management — Aptech — 2016

LANGUAGES

English | Yoruba