

VICTORIA OKON KAGBURE
CUSTOMER SUCCESS REPRESENTATIVE | CUSTOMER & COMMUNITY EXPERIENCE | ONBOARDING & ENGAGEMENT
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PROFESSIONAL SUMMARY

Customer-focused professional with 9+ years of experience across community engagement, administration, executive support, program coordination, stakeholder communication, and remote operations. Experienced in guiding members through onboarding processes, managing digital communities, coordinating requests and follow-ups, maintaining engagement records, gathering feedback, and supporting positive experiences across distributed environments.

Strong background in building relationships, communicating with diverse stakeholders, coordinating multiple priorities, maintaining accurate documentation, and identifying information and support needs. Experienced in remote community coordination across multiple countries, with a practical understanding of how clear communication, timely follow-up, structured onboarding, and responsive support contribute to sustained engagement.

Brings a combination of customer-facing communication skills, operational discipline, empathy, problem-solving, and strong attention to detail. Currently pursuing an MSc in Operations Management and holds professional certifications in project management, digital marketing and e-commerce, HR, people management, and administrative support.

CORE CUSTOMER SUCCESS SKILLS

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| • Customer & Member Experience | • Customer Records & Documentation |
| • Customer Onboarding | • Engagement Tracking & Reporting |
| • Member Intake & Orientation | • Community Management |
| • Customer/Community Engagement | • Cross-functional Coordination |
| • Relationship Management | • Meeting & Call Coordination |
| • Customer Communication | • Recruitment & Onboarding Support |
| • Customer Feedback Collection | • Process & Workflow Coordination |
| • Request & Follow-up Coordination | • Digital Communication |
| • Remote Customer Support | • Asynchronous Communication |
| • Stakeholder Communication | • Team Collaboration |
| • Issue Identification & Resolution Support | • Administrative Support |

PROFESSIONAL EXPERIENCE

THE THRIVING CIRCLE | Remote Community Engagement Team Lead, Volunteer

March 2026 – Present

- Coordinate community engagement activities and participation initiatives within a remote environment.
- Manage digital community platforms and facilitate communication and interaction among members.
- Support members through community activities and engagement processes.
- Organize engagement campaigns and initiatives designed to encourage participation and strengthen the member experience.
- Collect and communicate member feedback to support improvements in community engagement and operations.
- Coordinate communication and follow-up across ongoing community initiatives.

LUVANEX FOUNDATION | Remote Community Coordinator

May 2025 – January 2026

- Coordinated engagement activities for multi-country communities, including The Tribe, King's Arrow, and Kings & Priests.
- Managed onboarding workflows, interviews, member intake, and ongoing member coordination.

- Supported members through onboarding processes and ensured relevant information was communicated clearly and consistently.
- Managed WhatsApp community platforms and supported member interactions and communication.
- Monitored community engagement and maintained accurate member and engagement records.
- Collected and communicated member feedback to support improvements in engagement and operations.
- Prepared monthly performance reports to support monitoring and decision-making.
- Coordinated newsletter content collation and publication schedules.
- Supported recruitment, onboarding, and staff training activities.

Executive Assistant

November 2023 – April 2025

- Provided remote administrative and operational support to executive leadership and organizational activities.
- Coordinated interviews, onboarding documentation, member intake, and related communication processes.
- Managed meetings, calls, schedules, and follow-up activities across multiple stakeholders.
- Supported individuals through structured onboarding and intake processes.
- Maintained digital content schedules and coordinated communication across social platforms.
- Managed reporting, contribution tracking, and newsletter coordination.
- Supported documentation and research for grant-writing processes.
- Assisted with recruitment activities including candidate pre-screening and contract preparation.
- Maintained organized records and ensured important information and follow-up actions were communicated appropriately.

Administrative Manager

December 2021 – October 2023

- Managed administrative operations for the foundation and subsidiary organizations.
- Coordinated conferences, seminars, and regional meetings across Africa.
- Managed executive calendars, meeting records, internal communications, and administrative documentation.
- Coordinated recruitment processes including CV screening, interviews, onboarding, and staff tracking.
- Supported digital engagement and administrative coordination for community expansion across 13 countries.
- Monitored operational activities and workflows to support effective communication and timely execution.
- Coordinated information and activities across distributed teams and stakeholders.

LADY HELEN CHILD HEALTH FOUNDATION | Abuja, Nigeria

Office Administrator

November 2020 – December 2021

- Coordinated hospital support visits and financial assistance programs.
- Liaised with hospital social welfare departments across multiple facilities.
- Served as an administrative point of coordination between the foundation and external stakeholders.
- Managed administrative communications and documentation supporting foundation activities.
- Recruited, trained, and supervised interns and volunteers.
- Supported fundraising and program coordination initiatives.

CREATIVE MEDIA CENTER FOR DEVELOPMENT | Abuja, Nigeria

Projects & Creative Writer

July 2019 – October 2020

- Conducted field research and provided administrative support for public health projects.
- Developed scripts and communication content for sensitization and awareness campaigns.
- Supported media production, project coordination, and documentation activities.
- Assisted with communication and administrative workflows supporting project delivery.

XTREEM CR8TIVITY | Lagos, Nigeria

Administrative Manager

April 2015 – June 2019

- Managed administrative systems and day-to-day organizational operations.
- Coordinated recruitment, staff training, and employee supervision.
- Monitored staff performance and supported effective workforce administration.

- Maintained vendor relationships, inventory records, and budgets.
- Coordinated administrative workflows and ensured adherence to organizational procedures.
- Supported staff and stakeholders with information and administrative requirements.

CONSULATE OF MALTA IN NIGERIA

Personal Assistant to the Consul

January 2014 – March 2015

- Managed official correspondence, executive scheduling, and travel logistics.
- Coordinated communication and information flow around meetings and official engagements.
- Prepared reports, briefing documents, and meeting minutes.
- Maintained confidential records, files, and databases.
- Provided professional administrative support in a diplomatic environment.

COMMUNITY SECONDARY SCHOOL

Classroom & Subject Teacher, NYSC

March 2011 – February 2012

- Taught Biology and Mathematics to senior secondary students.
- Maintained attendance records and student documentation.
- Prepared examinations and student performance records.
- Communicated with students and supported their learning and development.

EDUCATION

University of Salford

MSc Operations Management, In Progress

University of Calabar, Nigeria

BSc Physiology

PROFESSIONAL CERTIFICATIONS & TRAINING

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| • Google Project Management Professional Certificate | • People Management Skills |
| • Google Digital Marketing & E-commerce Professional Certificate | • Administrative Support |
| • Operations Management Online Course | • Sustainable Development in Humanitarian Action |
| • HR Fundamentals | • Policy Making and Impact Economy |
| | • Drug Education and Prevention Training |

CUSTOMER SUCCESS STRENGTHS

Customer Communication: Clear, professional, empathetic communication with members, stakeholders, executives, staff, volunteers, and external partners.

Onboarding & Engagement: Experience coordinating onboarding workflows, interviews, member intake, orientation processes, and ongoing engagement.

Feedback & Improvement: Experience collecting member feedback, identifying engagement needs, and communicating feedback to support operational improvements.

Remote Support: Experience coordinating communities, communication, documentation, meetings, and workflows within remote and distributed environments.

Organization & Follow-through: Strong ability to manage multiple activities, maintain records, coordinate schedules, track information, and follow up on outstanding tasks.

Relationship Management: Experience working with diverse stakeholders across nonprofit, healthcare, diplomatic, community, and organizational environments.