

Immaculate Brainas

Virtual Assistant | Administrative & Executive Support | Remote
Workflow Optimization

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Professional Summary

Detail-oriented Virtual Administrative Assistant with hands-on experience optimizing workflows, managing calendars, and handling cross-functional communication in remote environments. Proficient in Google Workspace, project management tools (Asana, Trello), and CRM systems. Proven ability to streamline document management systems, coordinate multi-stakeholder schedules, and manage high-volume inquiries while maintaining strict confidentiality and attention to detail.

Professional Experience

Administrative Assistant (Internship) | *Internflare* | June 2026 – August 2026

- **Process Optimization:** Managed daily administrative operations and designed a digital document management system that improved information accessibility and slashed file retrieval times.
- **HR & Recruitment Support:** Partnered with the HR department to screen, interview, and assess prospective students; built automated Google Quiz Forms to streamline the admissions assessment pipeline.
- **Stakeholder Communication:** Acted as the primary point of contact for student inquiries, resolve issues promptly to boost satisfaction metrics, and facilitated seamless updates between students, HR, and academic staff.

- **Curriculum & Project Coordination:** Supported the development and drafting of student curricula, organizing complex course content and learning schedules to meet strict institutional deadlines.
- **Data Integrity:** Maintained, updated, and audited sensitive student records with complete confidentiality, ensuring 100% compliance with data management standards.

Technical Tools & Platforms

- **Productivity & CRM:** Google Workspace (Docs, Sheets, Drive, Forms), Microsoft 365 (Word, Excel, PowerPoint), HubSpot, Salesforce, Zendesk
- **Project Management:** Asana, Trello, ClickUp, Notion, Monday.com
- **Communication & Scheduling:** Zoom, Google Meet, Calendly, Slack

Core Competencies

- **Administration:** Executive Assistance, Calendar & Inbox Management, Scheduling, Digital Filing
- **Operations:** Workflow Optimization, Project Coordination, Data Entry, Internet Research
- **Soft Skills:** Professional Etiquette, Remote Collaboration, Time Management, Problem-Solving

Education

Bachelor of Arts in English & Literary Studies | *Imo State University, Nigeria* |
2021 – 2025