

EMMANUELLA UDOYE

Executive Virtual Assistant | Travel Planning/Management | Social Media Support | Customer Service

Port Harcourt, Rivers State, Nigeria | Open to Remote Opportunities | UK, US & European Teams

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CAREER PROFILE

Adaptable virtual assistant, social media support professional, and customer service specialist with experience in administrative coordination, client travel planning, social media management, hospitality, customer support, and community management. Supported a 100+ attendee career event, planned client trips in Portugal and Japan, and helped a hair-care brand grow social media followers by 20% and engagement by 5% over two months. Skilled in client communication, travel research and coordination, scheduling, content publishing, problem-solving, and digital tools.

CORE SKILLS

Executive & Administrative Support • Calendar and Email Management • Travel Research and Itinerary Coordination • Flight Search and Fare Quotes • Accommodation and Ground Transportation Coordination • Social Media Management • Content Scheduling • Engagement Monitoring • Customer Service • Client Communication • Meeting and Event Coordination • Research • Data Entry • Community Management • Complaint Resolution • Follow-up

PROFESSIONAL EXPERIENCE

Virtual Assistant & Social Media Manager | True Bloom | Remote | 2026–Present

- Manage the company's Facebook and Instagram accounts for a hair-care brand, supporting consistent content publishing and audience engagement.
- Helped increase social media followers by 20% and engagement by 5% over the past two months.
- Scheduled posts and supported social content workflows using Meta Business Suite and relevant digital tools.

Independent Travel Planning | Client Projects | Recent Projects

- Planned a business trip for a client travelling from Porto to Lisbon, Portugal, researching flight options and coordinating accommodation, rental car, restaurant, and dinner arrangements.
- Planned a seven-day anniversary trip to Japan for a couple, researching flights, accommodation, ground transportation, airport shuttle options, breakfast arrangements, and relevant travel documentation.
- Organized travel details around client needs and trip purpose, helping create clear, coordinated travel plans for a business conference and an anniversary vacation.

Customer Service Assistant | Everyday Supermarket | Port Harcourt, Nigeria | Nov 2019–Jul 2023 | Full-time

- Assisted approximately 20–50 customers daily with product information, directions, recommendations, and service requests.
- Addressed customer concerns calmly and escalated returns, exchanges, refunds, and product issues according to company procedures.
- Built positive relationships with returning customers, some of whom specifically requested assistance based on previous service.
- Supported stock checks, restocking, sales records, and product organization in coordination with colleagues and management.

Front Desk Receptionist | Zanzibar Hotel | Port Harcourt, Nigeria | Aug 2023–Feb 2025 | Part-time

- Handled guest check-ins, enquiries, phone calls, emails, bookings, reservations, requests, and POS payments using the hotel management system.
- Coordinated with housekeeping, kitchen, and security teams to resolve guest needs and service issues.
- Managed multiple guest requests, calls, and reservations while maintaining accurate records and escalating serious concerns appropriately.

VOLUNTEER & COMMUNITY EXPERIENCE

Volunteer Virtual Assistant | Finance Professional | Remote | 2026 | 2 months

- Provided approximately 20 hours of administrative support per week, managing calendars, schedules, reminders, email follow-up, files, and meeting coordination.
- Coordinated approximately 7–10 meetings and supported speaker outreach and communications for the Campus to Career event, which attracted 100+ attendees.
- Managed a WhatsApp community for event leads and contributed ideas for the initiative's LinkedIn, X, video content, audience, and brand positioning.

Head Admin / Volunteer Community Manager | Capital City | Remote | 2024–Present

- Support an online community of approximately 1,000 members by onboarding members, sharing updates, answering questions, reinforcing rules, and de-escalating disagreements.

ADDITIONAL EXPERIENCE & SELECTED ACHIEVEMENTS

Independent Fabric & Clothing Sales / Import-Export | Nigeria | 2019

- Generated enquiries through Facebook, managed customer communication and orders through Messenger and WhatsApp, sourced products, and coordinated packaging and international shipping.
- Personal YouTube channel: grew a motherhood, pregnancy, and childbirth-focused channel from zero to 1,000+ subscribers in one month and reached monetization in approximately two months.

TOOLS & TECHNOLOGY

Travel: Amadeus GDS, ProQuote

- Social Media: Facebook, Instagram, Meta Business Suite, Canva, CapCut, YouTube, Pinterest, LinkedIn, X
- Google Workspace: Gmail, Docs, Sheets, Drive, Calendar, Forms, Meet
- Project Management: Trello, Notion, ClickUp, Asana
- Communication: Slack, WhatsApp, Calendly, Zoom
- CRM/Support Practice: HubSpot, Zendesk, Zoho, Jira
- AI: ChatGPT, Claude, Gemini, Grok, Perplexity
- Automation: Zipa AI; n8n (learning)
- Microsoft Word, Excel, PowerPoint, Outlook

CERTIFICATIONS

- Independent Travel Manager - Dreamport | September 2026
- Introduction to Agent Course - Mercor AI | October 29, 2026
- Data Entry Clerk - Alison | April 2026
- Customer Service Support & Telephone Etiquette - Alison | May 2026
- Independent Travel Manager - Alison | June 2026
- Customer Service, General Virtual Assistant, Social Media Management & Email Marketing - VSavvy Academy | July 2026
- Virtual Assistant Training Certificate -J'/ VSavvy Academy | 2026

EDUCATION & LANGUAGES

BSc, Education - Ignatius Ajuru University, Port Harcourt, Rivers State | September 2020

English: Fluent | Igbo: Native