

STELLA IGWE
Executive Virtual Assistant
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PROFILE SUMMARY

Detail-oriented Operations Virtual Assistant with 3+ years of experience supporting executives and businesses with calendar management, email correspondence, scheduling, reporting, data management, and administrative operations. Skilled in Microsoft Excel, Outlook, and Teams, with a proven ability to streamline workflows, maintain accurate records, and support remote teams effectively.

PROFESSIONAL EXPERIENCE

Executive Virtual Assistant, BrightPath Consulting Solutions (Remote) June 2025 - March 2026

- Managed executive calendars, appointments, and meeting schedules.
- Coordinated team meetings and maintained accurate records.
- Prepared weekly and monthly reports using Microsoft Excel.
- Handled email correspondence and administrative tasks.
- Improved workflow efficiency through organized systems and processes.
- Assisted with project tracking and task coordination.
- Proactively identified workflow gaps and implemented solutions, saving over 10+hours weekly

Executive Assistant Freelance / Internship Experience March 2024 – May 2024

- Managed calendars, scheduled meetings, and coordinated appointments to ensure smooth daily operations.
- Handled email management, follow-ups, and professional communication with clients and team members.
- Organized documents, spreadsheets, and digital files for efficient workflow and record keeping.
- Assisted with travel planning, meeting coordination, and preparation of reports and presentations.
- Tracked tasks, deadlines, and client activities using tools such as Google Workspace, Trello, HubSpot, and Microsoft Office.

Personal Assistant Phait Briad Extension (Remote) October 2024 –January 2025

- Managed daily schedules, appointments, and meeting reminders for the business owner.
- Responded to customer inquiries through WhatsApp, Instagram, email, and phone calls professionally.
- Assisted with order tracking, customer follow-ups, and client communication.
- Organized business information, customer records, and administrative documents.
- Coordinated social media updates and supported online customer engagement.
- Handled calendar management and ensured the timely completion of assigned tasks.

Customer Service Representative Easyon Limited (Remote) January 2023 – June 2024

- Managed customer inquiries through email, phone calls, and online messaging platforms.
- Assisted customers with complaints, order updates, and general support while maintaining professionalism.
- Provided timely responses to customer concerns and ensured customer satisfaction.
- Maintained accurate customer records and updated information using computer systems.
- Worked effectively in a fast-paced remote environment while handling multiple tasks.
- Collaborated with team members to improve customer experience and workflow efficiency.

Volunteer Activities

Internflare

Social Media Manager

- Managed and scheduled social media content, ensuring consistent posting and improving audience engagement across platforms
- Responded to achieve project goals
- Created graphics, captions, and promotional content to support campaigns and events
- Conducted basic research on social media trends.

MicroTech Africa (NTTS Program)

Executive Virtual Assistant (Volunteer)

July 2026 – Present

- Supported executive-level administrative tasks through practical, scenario-based assignments.
- Managed complex calendars, inboxes, travel coordination, and meeting schedules using productivity tools.
- Organized digital files, created reports, and maintained accurate documentation.
- Conducted online research and prepared professional summaries to support executive decision-making.
- Improved workflow efficiency by prioritizing tasks, managing deadlines, and implementing organizational systems.
- Strengthened communication, problem-solving, and time management skills while collaborating in a virtual environment.

SKILLS

Calendar & Schedule Management / Decision-Making & Attention to Detail / Remote Team Collaboration / Communication & Client support / Administrative Assistance / Data Entry & Internet Research / Problem Solving / Task & Project coordination / Operations Support / Executive & Virtual Assistant / Workforce Coordination / Confidentiality & Professionalism / Multitasking in Fast-Paced Environment / Document & File Management

TOOLS

Trello / Asana / Notion / Monday.com / ClickUp / Canva / Google Workspace / Microsoft Word / Hubspot / Zendesk / Zoom / Slack / Google Meet / Grammarly / ChatGPT / Claude /

Education

Registered Nursing (RN)

School of Nursing, ESUT Parklane, Enugu State

Training / Certification

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