

# IWUOMA MERCY

Lagos, Nigeria

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## PROFESSIONAL SUMMARY

Proactive and detail-oriented Executive Virtual Assistant with 5+ years of experience supporting founders and busy executives in remote, high-paced environments. Skilled at calendar and inbox management, meeting preparation, and coordinating team communications. Experienced in assisting with project task tracking, documenting processes, and supporting CRM updates to improve team organization and efficiency.

## CORE SKILLS & TOOLS

- Calendar & Inbox Management
- Executive Administrative Support
- Meeting Coordination & Scheduling
- Task Tracking & Follow-Ups
- Process Documentation & SOPs
- CRM Data Maintenance (HubSpot, Airtable)
- Project Task Coordination
- Stakeholder Communication
- Google Workspace | Slack | ClickUp | Trello

# WORK EXPERIENCE

## **Virtual Operations Assistant | Redlip Mgmt – Canada (Remote)**

*July 2024 – May 2025*

- Supported senior leadership with daily scheduling, meeting prep, and cross-team communications, helping reduce conflicts and missed tasks by 30%.
- Maintained project action lists in ClickUp, updating team task statuses and reminding stakeholders of deadlines.
- Assisted with CRM data entry, ensuring contact information and activity logs were kept current.
- Helped document 20+ SOPs to improve onboarding and standardize recurring processes.
- Coordinated follow-ups on leadership priorities, improving turnaround on approvals and status checks.

## **Executive Virtual Assistant | JD Royce LTD – USA (Remote)**

*August 2021 – June 2024*

- Managed the CEO's inbox and calendar with 95% accuracy, proactively resolving scheduling conflicts and prioritizing key appointments.
- Coordinated cross-functional meeting agendas and took notes to support consistent follow-through on action items.
- Maintained project and task trackers in ClickUp and Airtable, achieving a 90%+ completion rate for assigned tasks.
- Supported the creation of branded reports and presentation materials, saving over 5 hours per week in document prep time.
- Acted as the main point of contact for routine team communications, ensuring timely responses and follow-ups.

## **Customer Support Representative | Reserve Restaurant – Nigeria (On-site)**

*November 2018 – June 2021*

- Resolved 50+ daily customer inquiries with a 95% satisfaction score through friendly and efficient service.
- Assisted with coordinating team shift schedules and communication tracking to maintain consistent coverage.
- Helped document common processes and FAQs for team reference, improving onboarding of new staff.

## **EDUCATION**

**Akanu Ibiam Federal Polytechnic, Ebonyi, Nigeria**

National Diploma in Public Administration (2018)

## **CERTIFICATIONS**

- Project Management – HOPM
- Digital Marketing Certification – HubSpot Academy
- Inbound Sales Certification – HubSpot Academy
- Email Marketing Certification – HubSpot Academy

## **LANGUAGES**

English (Fluent)