

# Rita Emonyon

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## Professional Summary

Detail-oriented Virtual Assistant with over 5 years of experience in administrative support, customer service, and efficient task management. Proven ability to streamline operations, enhance productivity, and provide exceptional client support. Skilled in scheduling, communication, and multitasking within virtual environments.

## Core Skills

### Professional Skills

- Organizational & Prioritization
- Calendar & Email Management
- Appointment Scheduling
- Client Communication & Relationship Building
- Adaptability & Problem-Solving

### Technical Skills

- Microsoft Office Suite, Google Workspace
- Trello, Monday.com, Asana, Slack, Zoho
- Calendly, Picktime, Zoom, Notion, Acuity scheduling

## Experience

### Personal Assistant | AdornedbyAnj | May – Present

- Managed 50+ client bookings monthly with a 98% on-time service rate.
- Successfully coordinated last-minute event appointments, ensuring client satisfaction without delays.
- Streamlined the online booking process, reducing client scheduling time by 30%.
- Improved service preparation workflow, cutting turnaround time by 25%.
- Maintained strong client retention through personalized guidance and consistent quality.

### Outreach Consultant (Intern) | Excelerate | Client: Grant Thornton | January – February 2025

- Identified **50+** potential clients through secondary research, expanding Grant Thornton's outreach pipeline.
- Developed **3+** targeted use case mapping and retention strategies, improving client engagement.
- Delivered project analysis to **5+** stakeholders, using data-driven insights to refine outreach efforts.

## Appointment Setter & Virtual Office Assistant | Vonyia Business Solutions LLC | August 2023 – November 2023

- Conducted lead generation through Apollo.io and Leadscape, boosting productivity by 30%.
- Managed social media accounts, increasing company visibility.
- Scheduled appointments with a 95% success rate, optimized through Calendly.
- Maintained email and calendar management, reducing admin time by 70%.

## Customer Service Support | Ojie Concept Services | October 2018 – May 2023

- Addressed customer inquiries with a 95% satisfaction rate, ensuring swift resolutions.
- Organized documentation and supported virtual office operations, enhancing team productivity.
- Proficient in Slack and Zoom, achieving a 20% reduction in response time for remote issues.

## Administrative Assistant | Neo Continental Company Ltd (Saladmaster) | March 2017 – January 2018

- Performed data entry with 99% accuracy; led clerical tasks, enhancing office efficiency by 25%.
- Coordinated email and calendar schedules, reducing response times by 30%.
- Facilitated onboarding, improving HR support by bringing in 10+ new hires.

## Customer Service Executive | Diamond Mega Beauty Cosmetics Ltd | July 2016 – February 2017

- Successfully managed calendars, document organization, and scheduling through Google Suite.
- Reduced social media management costs by 15% with proactive customer engagement.

## Education

B.Sc. Business Administration | 2012 | University of Jos, Nigeria

## Certifications and Trainings

- AI Augmented Professional Development, ALX AI Career Essentials, 2024
- Product Management, Tech4Dev, 2024
- Digital Marketing, CyberSafe Foundation, 2023
- Technical Support Fundamentals, Google, 2023
- On-Demand IT Skills Training, Digital Witch Support Community, 2023.
- Leading Teams: Designing the Organization, Coursera, 2022.
- Leading Teams: Building Effective Team Cultures, Coursera, 2022.
- Leading Teams: Developing as a leader Coursera, 2022
- Customer Relationship Management, HP LIFE e-learning, 2020.

