

JOAN AISEOSA

Benin City, Edo State, Nigeria

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Digital Portfolio: [View Professional Certifications](#)

PROFESSIONAL PROFILE

Highly organized and tech-savvy professional with extensive experience in virtual assistance, administrative management, and customer relations. Certified in Digital Marketing and Tech Support, with a proven ability to manage complex digital workflows, coordinate high-level correspondence, and enhance client engagement. Adept at leveraging modern software tools to optimize office productivity and maintain seamless communication across multi-channel platforms.

CORE SKILLS

- **Administrative Management:** Calendar scheduling, document preparation, and executive support.
- **Digital Communication:** Expert handling of professional email, WhatsApp Business, and social media.
- **Tech Proficiency:** Google Workspace, CRM tools, basic technical troubleshooting, and data entry.
- **Marketing & Support:** Lead nurturing, email marketing strategies, and multi-tier customer support.

PROFESSIONAL EXPERIENCE

DOSOFT HUB

June 2024 – Present

Virtual Assistant

- Provide comprehensive remote administrative support, including email management and schedule coordination for leadership.
- Maintain organized digital filing systems and utilize online project management tools to track team deliverables.
- Conduct market research and data synthesis to support operational efficiency and reporting.

GAOTek Inc.

June 2025 – October 2025

Tech Support & Digital Marketing Intern

- Executed digital marketing initiatives to increase brand engagement and supported customer lifecycle management.
- Provided technical assistance and troubleshooting support, ensuring high levels of service reliability for end-users.
- Collaborated with cross-functional teams to implement effective online communication strategies.

LITAS GLOBAL LIMITED

April 2023 – May 2024

Secretary

- Directed all official correspondence and managed internal and external communication flows with high discretion.
- Organized corporate meetings, drafted agendas, and maintained meticulous records of proceedings.

MARVBAKHI COMPANY LIMITED

November 2021 – March 2023

Office Assistant

- Facilitated day-to-day office operations through diligent data entry, inventory management, and front-desk coordination.
- Ensured a professional environment for visitors and provided logistical support for various internal departments.

EDUCATION

Western Delta University

2017 – 2021

Bachelor of Science (B.Sc.) in Microbiology

CERTIFICATIONS

- Virtual Assistant (ALX Africa) | [View Certification](#)
- Digital Marketing Certification (GAOTek Inc.) | [View Certification](#)
- Tech Support Certification (GAOTek Inc.) | [View Certification](#)

REFEREES

Professional references available upon request.