

Ernest Uwaoma

Virtual Assistant | Customer Support Specialist | Remote Operations

ernestuwaoma3@gmail.com • +234 803 300 4474 • Lagos, Nigeria • Typing: 104 WPM • Connection: 29 Mbps

PROFESSIONAL SUMMARY

Dedicated Virtual Assistant and Remote Operations professional with hands-on experience in lead generation, outreach, CRM management, cold calling, and client communication. At Plug99 Technologies I consistently exceeded KPIs — delivering 800+ verified leads per week and 1,000+ personalised outreach emails weekly against a 600-lead target. Highly organised, fast-typing (104 WPM), and comfortable managing multiple responsibilities independently without supervision. Fluent in English, French, and Spanish. Available immediately across EST, CST, and WAT time zones.

SKILLS & TOOLS

Communication	Email management, Cold calling, Client follow-up, Professional writing, Report writing
CRM & Outreach	HubSpot, Salesforce, Zoho CRM, Brevo, LinkedIn outreach, Instagram DMs, WhatsApp Business
Admin & Ops	Data entry, Calendar management, Appointment setting, Document preparation, File management
Productivity	Microsoft 365 (Word, Excel, Outlook), Google Workspace, Slack, Trello, Asana, Zoom, Calendly
Tech (Supporting)	WordPress (basic), Shopify (basic), HTML/CSS awareness, AI tools & Prompt Engineering
Performance	Typing: 104 WPM Internet: 29 Mbps Remote-ready setup

WORK EXPERIENCE

Virtual Assistant — Outreach & Lead Generation

Jan 2026 – Present

Plug99 Technologies | Remote, Lagos

- Exceeded weekly lead targets by 33% — submitted 800+ verified leads per week against a 600-lead KPI, sourcing contacts from LinkedIn, Instagram, Facebook, and email databases.
- Sent 1,000+ personalised outreach emails weekly using Brevo, surpassing the 700-email weekly target while maintaining quality and zero duplicate contacts.
- Executed 30+ daily DMs across Instagram, Facebook, LinkedIn, and WhatsApp, achieving a minimum of 5 confirmed registrations per day from cold outreach.
- Published 5 original social media posts and 5 digital platform posts daily following approved content guidelines across Nairaland, Medium, and WhatsApp groups.
- Submitted structured daily reports to the Community Manager tracking emails sent, DMs, comments, responses, and daily conversion rates.
- Maintained clean, structured lead spreadsheets (name, email, phone, platform, status) with zero tolerance for duplicate entries across thousands of contacts.

Client Manager & Operations Lead

Jul 2020 – Present

NexKeys Agency | Remote

- Managed all client relationships independently — handled project briefings, expectation setting, timeline communication, and post-delivery support across 10+ projects.
- Coordinated workflows across multiple simultaneous client engagements, ensuring deadlines were consistently met and clients were proactively updated.
- Handled all invoicing, client onboarding documentation, and follow-up communication without supervision.
- Managed inbound enquiries, responded to potential clients, and converted leads into paying projects through clear written and verbal communication.

VA SKILLS IN PRACTICE

Email & Inbox Management

- Managed high-volume outreach campaigns — 1,000+ personalised emails per week via Brevo with custom templates, tracking opens and responses for pipeline reporting.

Lead Generation & CRM

- Built and maintained verified lead lists of 800+ contacts per week across multiple platforms using structured spreadsheets with status updates, follow-up scheduling, and zero duplicates.

Cold Calling & Phone Support

- Confident, fluent English speaker comfortable managing inbound and outbound calls, handling objections professionally, and guiding conversations toward a result.

Social Media Management

- Published consistent daily content across Instagram, Facebook, LinkedIn, TikTok, and WhatsApp groups — following brand guidelines and content calendars without supervision.

Data Entry & Reporting

- Submitted accurate structured daily reports and maintained zero-duplicate contact databases across thousands of entries throughout campaign duration.

Admin & Scheduling

- Managed calendars, scheduled follow-ups, prepared documents, and coordinated communication between team members and external contacts.

KEY ACHIEVEMENTS

- ✓ Exceeded lead generation KPI by 33% every week — 800+ verified leads submitted vs 600 target across the full campaign duration.
- ✓ Scaled personalised email output to 1,000+ per week without compromising quality or introducing duplicate contacts across thousands of records.
- ✓ Maintained a minimum of 5 confirmed registrations per day from cold outreach — consistently hitting daily conversion targets.
- ✓ Managed 30+ daily social media DMs across 4 platforms simultaneously while maintaining a personalised, professional tone throughout.
- ✓ Typing speed of 104 WPM — directly supports fast data entry, live chat support, and high-volume email handling.
- ✓ Multilingual communicator — fluent in English, French, and Spanish, enabling support for diverse international clients.

EDUCATION

BSc Computer Science (Planned) <i>Middlesex University, London</i>	2027 – 2029
Mastermind Series — Software Development <i>NIIT, Festac Lagos</i>	2025 – Present
Software Development Bootcamp <i>Quintex Academy, Abuja</i>	2023 – 2024

ADDITIONAL INFORMATION

Languages: English (C1 — Professional), French (Conversational), Spanish (Conversational), Igbo (Native) | **Time Zones:** Available EST, CST, WAT/CET | **Availability:** Immediate — full-time or part-time, remote