

# UFUOMA ONECHA

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My Portfolio: <https://myportfolio-fawn-six.vercel.app/>

## **VIRTUAL ASSISTANT | IT SUPPORT | WEB DEVELOPMENT | ADMINISTRATIVE SUPPORT**

Proactive and tech-savvy Virtual Assistant with strong experience in administrative support, IT troubleshooting, web development, and content management. Skilled in managing complex tasks with minimal supervision, streamlining processes, and supporting fast-paced teams. Excellent communication, time management, and problem-solving skills. Committed to delivering exceptional remote support to global clients and organizations.

### **CORE COMPETENCIES**

- Virtual Assistance & Admin Support
- Calendar & Email Management
- IT & Technical Support
- Web Development (HTML, CSS, JS, React, Next.js)
- Video Editing & Graphic Design
- Online Research & Data Entry
- Google Workspace, Microsoft 365, Slack, Trello, Zoom
- Problem Solving & Multitasking

### **PROFESSIONAL EXPERIENCE**

#### **Information Technology / Virtual Support**

**Quest FM/TV – Delta State, Nigeria**

Jan 2023 – Present

- Provided day-to-day tech support to 50+ internal users, resolving hardware/software issues efficiently.
- Scheduled meetings, coordinated with teams, and maintained internal documentation.
- Supported the IT department with website updates, software deployments, and data backups.
- Created simple graphic and video content for internal communications and media productions.
- Improved internal support response time and helped maintain 95%+ user satisfaction.

## **Freelance Virtual Assistant / Web Developer / Admin Support**

**Remote – May 2015 – Aug 2024**

- Delivered full administrative support to small businesses, handling scheduling, inbox management, document preparation, and customer communications.
- Built and maintained websites using HTML, CSS, JavaScript, React, and Next.js.
- Assisted with data entry, report preparation, online research, and CRM updates.
- Created marketing materials, including videos and social graphics for clients.
- Ensured on-time delivery of client projects with 100% satisfaction record.

## **Graphic Designer & Video Editor**

**Rhema Vibes Media – Delta State, Nigeria**

Aug 2018 – May 2023

- Designed visual content for digital and print, including social media posts, banners, and flyers.
- Edited promotional and event videos using Adobe Premiere and After Effects.
- Managed multiple projects simultaneously and collaborated closely with clients.

## **EDUCATION**

University of Benin – Edo State, Nigeria

B.Sc. in Geology | 2013 – 2018

Kogbodi Secondary School – Delta State, Nigeria

Senior School Certificate | 2007 – 2012

## **CERTIFICATIONS**

- [ALX Virtual Assistant](#)
- [ALX AI Career Essentials](#)
- [3MTT Cyber Security Program](#)
- [Microsoft Career Essentials in Cybersecurity](#)
- [Cisco Introduction to Cybersecurity](#)
- [Cisco Networking Basics](#)
- [ISC2 Cyber Security CC](#)
- [Generative AI Productivity Skills By Microsoft and LinkedIn](#)
- [Google Cybersecurity Professional Certificate](#)
- [Professional Soft Skills Learning Pathway By Microsoft and LinkedIn](#)
- [CISCO English For IT 1](#)
- [CISCO English For IT 2](#)

## AWARDS & HONORS

- Runner-Up, 3MTT Hackerton (Delta State) – 2024
- Most Dedicated Staff, Quest FM/TV – 2023
- Well-Behaved Staff of the Year, Quest FM/TV – 2023
- Project Completion Award, NYSC (Ogbaru LGA) – 2022

## TECHNICAL SKILLS

Google Workspace · Microsoft Office · Slack · Zoom · Trello · Canva · Adobe Creative Suite · HTML · CSS · JavaScript · React · Next.js · Git · Troubleshooting · File Management · Remote Support Tools

## LANGUAGES

- English – Fluent (Expert)
- Urhobo – Native

## INTERESTS

Technology · Digital Productivity · Wildlife & Conservation · Remote Collaboration