

## MANUWA OPEYEMI JULIAN

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### PROFESSIONAL SUMMARY

Virtual Assistant & WordPress Specialist with 2+ years of experience supporting entrepreneurs and small businesses. Skilled in executive assistance, WordPress management, automation, customer support, and workflow optimization. Known for fast delivery, accuracy, and strong communication.

### CORE SKILLS

- Virtual Assistance • WordPress (Elementor) • Email & Calendar Management
- Customer Support • AI Automation (N8N, ChatGPT) • CRM & Data Entry
- Basic SEO • Social Media Scheduling • Google Workspace • Notion

### KEY ACHIEVEMENTS

- Improved client response time by 70% via optimized inbox systems.
- Built 5+ WordPress websites for coaches and small businesses.
- Saved clients 15+ hours/month through N8N & ChatGPT automations.
- Maintained 98% satisfaction rating while handling 50–80 inquiries daily.

### EXPERIENCE

Freelance Virtual Assistant & WordPress Specialist | Lagos | 2024 – Present

- Designed and maintained WordPress sites using Elementor.

- Created chatbots, lead capture systems, and workflow automations.

- Handled email, calendar, research, and travel support.

Customer Support Representative – M2 Solution | Lagos | Sep 2024 – Jan 2025

- Handled 50–80 daily inquiries with 98% satisfaction.
- Resolved issues, reducing escalations by 40%.
- Trained new staff on procedures and support tools.

Accounting & Administrative Officer (NYSC) – Ben & Fel Nigeria | 2023 – 2024

- Managed financial documentation and reconciliations.
- Automated invoice tracking with Google Sheets.
- Provided administrative support to executives.

### EDUCATION

HND in Accounting – Federal Polytechnic Offa | 2020 – 2022

ND in Accounting – Adeseun Ogundoyin Campus, Eruwa | 2015 – 2017

### CERTIFICATIONS

- ALX Virtual Assistant Programme (In Progress)
- AI Automation & ChatGPT for Business
- WordPress & Elementor Masterclass
- N8N Automation Training

### LANGUAGES

English (Fluent) | Yoruba (Native)