



# Emmanuel Theophilus

## Executive Virtual Assistant

Administrative Assistant

Customer Support Representative

Email & Sales Manager

Schedule/Calendar Manager

Data Entry

Social Media/Website Manager

# Meet Me

I am a highly skilled virtual assistant who specializes in customer care, email management, calendar/appointment scheduling, social media management, and data entry, I provide efficient and detail-oriented support to enhance productivity. With expertise in organizing workflows, managing communications, coordinating calendars, and maintaining accurate records, I ensure seamless operations for clients.





# Skills & Services

**1** **Communcation**

**2** **Organization**

**3** **Problem solving**

**4** **Adaptability**

**5** **Emotional intelligence**

**6** **Attention to details**

- Calls/Chat/Email prompt response
- Scheduling appointments & meetings
- Data entry
- Administrative task
- Typing proficiency
- Lead generation/management
- Social media/website updates



# Portfolio Overview



I have been able to successfully help clients to handle the following projects with over 95% satisfactory feedbacks.





# Hubspot contact list

Search HubSpot

Ctrl K

+

Upgrade

1

Copilot

Marben Foundat

Contacts

22 records

Data Quality

Actions

Import

Create contact

All contacts

My contacts

Unassigned contacts

Add view (3/5)

All Views

Contact owner

Create date

Last activity date

Lead status















+ More

Advanced filters

Search name, phone, ema

Export

Edit columns

<input type="checkbox"/>	NAME	EMAIL	PHONE NUMBER	PRIMARY COMPANY	LAST ACTIVITY DAT
<input type="checkbox"/>	 Katrin Windsor	katrin@tinkcoaching.com	--	 T!NK C&C	--
<input type="checkbox"/>	 Serene Al-Momen	serene@theagorainitiative....	--	 Agora - R3b	--
<input type="checkbox"/>	 Shariq Siddiqui	shariq.siddiqui@veeve.com	--	 Veeve	--
<input type="checkbox"/>	 Elena I	elena@pineappleplanet.com	--	 Pineapple Planet Pro...	--
<input type="checkbox"/>	 Josh Cohn	josh@perennialgp.com	--	 Perennial Growth Par...	--
<input type="checkbox"/>	 Niti Jain	niti@wiftaustin.org	--	 wiftaustin.org	--
<input type="checkbox"/>	 John Panzica	jpanzica@eighty8networks...	--	 eighty	--

< Prev

1

Next >

25 per page

# Customer complain ticket

Waiting on contact

Email

Call

Task

Meeti...

More

About this ticket

Actions

Description

the power issue associated with

ng machine

owner

hilus Emmanuel

date

'02/2025

stomer reply date

gh

source

UI

Customize record

Overview

Activities

Data highlights

Rectangular Snip

CREATE DATE

12/02/2025 04:18 GMT+1

LAST ACTIVITY DATE

--

TICKET STATUS

Waiting on contact (Support Pipel...

Recent activities

Search activities

Filter by: All activities

All time so far

Breeze record summary

Ticket summary

Generated 4 May 2025

The ticket with subject **4624110** addresses a **power issue** related to a washing machine. There are no additional details from calls or notes provided. Please ensure to follow up on this issue to facilitate a resolution.

Ask a question

Contacts (1)

Aziz Ozturk

Founder / CEO at Defense Technology

aziz.ozturk@defense-te...

Phone: --

# Chat flow

**your tracking code** You'll need to install the tracking code on your website, so we know where your chatflow should appear.

Get tracking code

X

## chatflows

Create chatflow

Web Chat

Mobile ChatNEW

Facebook Messenger

to customize your chat widget's appearance and availability, go to your [inbox settings](#).

PRIORITY	NAME	INBOX	TYPE	MODIFIED ON	CREATED ON	FEEDBACK SURVEY	STATUS
1	ASK me anything (4 May 202...	Inbox	Live Chat	3 May 2025 by Theophilus Emmanuel	3 May 2025 by Theophilus Emmanuel	--	<div></div>
2	Chat me (3 May 2025 23:46)	Inbox	Bot	3 May 2025 by Theophilus Emmanuel	3 May 2025 by Theophilus Emmanuel	--	<div></div>
3	Email (3 May 2025 23:51)	Inbox	Live Chat	3 May 2025 by Theophilus Emmanuel	3 May 2025 by Theophilus Emmanuel	--	<div></div>



# Email management

The screenshot displays the Gmail interface. On the left, the navigation pane includes 'Compose', 'Inbox' (selected), 'Starred', 'Snoozed', 'Sent', 'Drafts', and 'More'. Below these are 'Labels' with a plus sign and a list of labels: 'ALERTS' (green), 'BINANCE' (red), 'EXCHANGE' (yellow), and 'KUDA BANK' (pink), with a count of 86. The main area shows the 'Primary' tab selected, with a search bar and navigation icons. The email list includes:

- Hyelakuma Sunday As.**: Fwd: EMERALD ZONE LEDGERS - (5 Outlets) - HYELAKUMA SUNDAY ASEKOME 08175516741 -----... (includes 'LEDGER OUTLE...' tags)
- EbusinessGroup**: Zenith Transaction Alert [DEBIT: 3,500.00 NGN] - Zenith Bank Transaction Notification - Rep\_today Dear E...
- ebusinessgroup**: Zenith Mobile LOGIN ALERT ON 12/24/2020 AT 9:21:01 AM - Zenith Mobile Login Notification Dear emmanue...
- EbusinessGroup**: Zenith Transaction Alert [CREDIT: 3,500.00 NGN] - Zenith Bank Transaction Notification - Rep\_today Dear E...
- Partner Care**: RE: SUM ToTal of all Wisdom centre books - Hello Sir.....! We appreciate you so much for inquiring abo...
- Zara**: WELCOME TO RUBIES DIGITAL BANK - Dear THEOPHILUS, Congratulations! You have just joined a communi...
- ebusinessgroup**: Zenith Mobile LOGIN ALERT ON 12/13/2020 AT 11:35:27 PM - Zenith Mobile Login Notification Dear emmanu...
- ebusinessgroup**: Zenith Mobile LOGIN ALERT ON 12/13/2020 AT 7:07:49 PM - Zenith Mobile Login Notification Dear emmanue...
- Rubies**: SUCCESSFUL Logon Notification - SUCCESSFUL Login Notification Dec 13, 2020 Hello Theophilus, SUCCES...
- Rubies**: SUCCESSFUL Logon Notification - SUCCESSFUL Login Notification Dec 13, 2020 Hello Theophilus, SUCCES...



# Email reply

Contacts

Actions

LA

Lucy Adunu

lucyadunu100@gmail.com

Note

Email

Call

Task

Meeti...

More

✓ About this contact

Actions

⚙️

Email

lucyadunu100@gmail.com

Phone number

+234-90-137-04562

Contact owner

Theophilus Emmanuel

Last contacted

--

Lifecycle stage

Subscriber

Theophilus Emmanuel

to Lucy Adunu <lucyadunu100@gmail.com>

Sent

Dear Lucy,

Thank you for bringing your concerns regarding the washing machine you purchased recently to our attention. We sincerely apologize for the inconvenience you've experienced and appreciate the opportunity to make things right.

After carefully reviewing your feedback, we've taken the following steps to address the issue: We've conducted a thorough inspection of the machine to identify and rectify the root cause of the problem and our technicians have resolve and it's now ready for pick up.

In addition prevent future occurrences, we've reinforced our quality control measures to ensure that the power is regulated automatically. If you have any further concerns or need additional assistance, please don't hesitate to reach out reply this mail and state it out for further assistance.

Thank you for your patience and understanding. We're committed to delivering the quality you expect from us and hope to serve you better in the future.

Best regards,

Theophilus Emmanuel

Customer support representative

>>

Companies (0)

+

See the businesses or organizations associated with this record.

✓ Deals (0)

+

Track the revenue opportunities associated with this record.

✓ Tickets (0)

+

Track the customer requests associoc with this record.

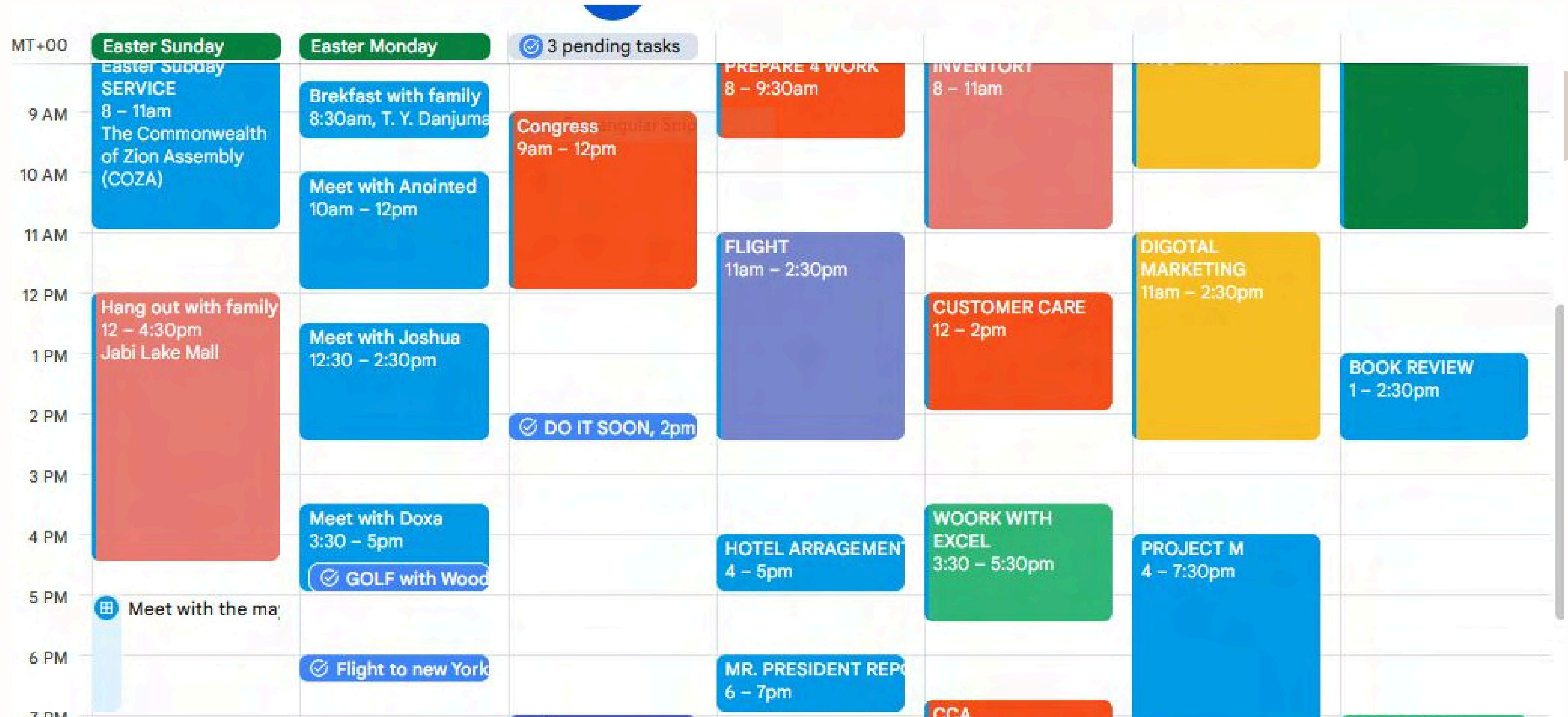
✓ Payment Links (0)

A

Give customers a fast, flexible way t pay. Add a payment link to accept a payment and associate it with this record.

Set up payments

# Calendar management





# Schedule management

The screenshot displays the Calendly 'Event types' management interface. The browser's address bar shows the URL `calendly.com/event_types/user/me`. The left sidebar contains navigation links: 'Event types' (active), 'Meetings', 'Availability', 'Contacts', 'Workflows', 'Integrations & apps', 'Routing', 'Upgrade plan', and 'Analytics'. The main content area is titled 'Theophilus Emmanuel' with a profile link. It lists five event types in a grid:

- MEETING WITH MR PRESIDENT**: 1 hr, One-on-One. Includes a 'View booking page' link, a 'Copy link' button, and a 'Share' button.
- New Meeting**: 30 min, One-on-One. Includes a 'View booking page' link, a 'Copy link' button, and a 'Turn On' button.
- 15 Minute Meeting**: 15 min, One-on-One. Includes a 'View booking page' link, a 'Copy link' button, and a 'Turn On' button.
- 30 Minute Meeting**: 30 min, One-on-One. Includes a 'View booking page' link, a 'Copy link' button, and a 'Turn On' button.
- 60 Minute Meeting**: 1 hr, One-on-One. Includes a 'View booking page' link, a 'Copy link' button, and a 'Turn On' button.

At the bottom right, there is a 'Get started' button with a toggle switch. The Windows taskbar at the bottom shows the time as 10:10 PM on 4/18/2025, with a weather forecast of 32°C Partly cloudy.

# Lead generation

C	D	E	F	G	H	I	J
Title	Company	Company Name for	Email	Seniority	Departme	Corporate	Industry
Founder & CEO	Flood Me Social   TikT	Flood Me Social	michael@flooddigital.co	Founder	C-Suite		marketing & ad
Founder & CEO	Prospecting Partners	Prospecting	jordan@prospectingpartners.ai	Founder	C-Suite		marketing & ad
Founder and CE	SEEN	SEEN	jessica.cohen@seen.io	Founder	C-Suite	'+47 932 56	online media
Founder and CE	Pineapple Planet	Pineapple Planet	elena@pineappleplanet.com	Founder	C-Suite	'+1 707-77	events services
Founder & Chie	Healthy Pet Connect	Healthy Pet Connect	ken@healthypetconnect.com	Founder	C-Suite	'+1 608-82	veterinary
Co-Founder	Compleyes.ai	Compleyes.ai		Founder	C-Suite		information tec
Founder and CE	Comptegrity, Inc.	Comptegrity	carol.cleef@comptegrity.com	Founder	C-Suite	'+1 571-76	financial service
Founder & CEO	Veeve Inc.	Veeve	shariq.siddiqui@veeve.com	Founder	C-Suite	'+1 646-43	information tec
Founder / CEO	AZTEK Holding	AZTEK Holding	aziz.ozturk@defense-technology.com	Founder	C-Suite		investment mar
Founder & CEO	Perennial Growth Par	Perennial Growth	josh@perennialgp.com	Founder	C-Suite	'+1 412-77	venture capital
Founder & CEO	Sleep Jar	Sleep Jar	nick@sleepjar.com	Founder	C-Suite	'+1 832-79	health, wellnes
Founder, CEO	medml.ai	medml.ai	niti@wiftaustin.org	Founder	C-Suite		information tec
Founder and CE	YouMakr.ai	YouMakr.ai	rami.akily@youmakr.ai	Founder	C-Suite		education mana
Founder, CEO	Cipher Ground	Cipher Ground	waylonli@cipherground.org	Founder	C-Suite		investment ban
Founder and CE	The Alaka'i Leadershi	The Alaka'i Leaders	polanin@maximizeu.life	Founder	C-Suite	'+1 757-37	management cc
Founder & CEO	EASA Applied Anthro	EASA Applied Anthr	keirsten@applied-anthropology.com	Founder	C-Suite		research
Co-Founder/CE	Attune (formerly Sen	Attune	serene@theagorainitiative.com	Founder	C-Suite	'+1 571-76	information tec
Founder, CEO	eighty  8  networks	eighty  8	jpanzica@eighty8networks.com	Founder	C-Suite	'+1 877-48	telecommunica
Co-Founder, CE	T!NK Coaching & Cons	T!NK Coaching & Co	katrin@tinkcoaching.com	Founder	C-Suite		professional tra
Founder, CEO	Lazarev. â€™ AI & Digit	Lazarev. â€™ AI & Dig	kirill@webbyawards.com	Founder	C-Suite		design



# Assigning project task

TUTORIALS/PRACTICE

TE is lu th

Share

Customize

Overview

List

Board

Timeline

Dashboard

Calendar

Workflow

Messages

Files

+ Add task

Filter

Sort

Group

Options

Name	Assignee	Due date	Priority	Status	
▼ To do					
☑ TIME TABLE	TE Theophilus E...	Apr 30 – Jul 2	Low	On track	
☑ LOGISTICS	is isiomaemeb...	Apr 29 – May 1	Medium	At risk	
☑ TUTORS	lu lucyadunu10...	Apr 30 – May 2	High	Off track	
☑ STUDENTS	th theomarben...	Jun 6	Medium	At risk	
☑ PAYMENTS	is isiomaemeb...	Today – May 5 ↻	High	On track	
Add task...					
▼ Doing					
Add task...					
▼ Done					

# Customer avatar

Company/Product Name: SOKO DATING APP

## GOALS AND VALUES

Goals:

To provide a quality dating service to at least 100m people and ensure none gets hurt in the process

Values:

Sincerity, accountability, Trustworthy

Name: JOHN PETER

Age: 18

Gender: MALE

Marital Status: SINGLE

#/Age of Children: N L

Location: ABUJA



## CHALLENGES & PAIN POINTS

Challenges:

Finding a genuine partner and avoiding being scamed

Pain points:

inefficient processes, cost, lack of good customer care, downloading heavy apps

## SOURCES OF INFORMATION

Books:

Magazines:

Blogs/Websites: Dating blogs and websites

Conferences:

Gurus:

Other:

Social media especially Facebook and tiktok

Quote:

Occupation: STUDENTS

Job Title:

Annual Income: \$1200

Level of Education: SECONDARY SCHOOL

Other: N L

## OBJECTIONS & ROLES

Possible Objections:

They are careful of how much they spend on premium dating apps, space on the phone

Role in the Purchase Process:

To give them the best rate possible, to protect their information, ensure the app is less than 10mb



# Social media content calendar

## CONTENT CALENDER FOR A DATING APP SOCIAL MEDIA

CONTENT IDEA	POST TYPE	CTA (CALL TO ACTION)
<i>Dating tips: "How to recharge &amp; stay positive while dating</i>	<i>Tips Carousel/Inforgraphics</i>	<i>Drop your self-care tips b</i>
<i>Share fun stats (e.g., "60% of couples matched on a Monday!").</i>	<i>Infographic / Poll</i>	<i>Swipe right today—your r</i>
<i>Post a dating profile with 2 truths &amp; 1 lie—ask followers to guess th</i>	<i>Interactive Story/Questioniare</i>	<i>Drop your guess below!</i>
<i>User-generated content: "Worst first date fails" (funny &amp; relatable</i>	<i>Video / Carousel</i>	<i>Tag someone who needs</i>
<i>Flirty prompts: "Reply with your go-to pickup line</i>	<i>Text Post / Reels</i>	<i>Best line gets a shoutout!</i>
<i>Poll: "Ideal first date—coffee, drinks, or adventure?</i>	<i>Poll / Quiz</i>	<i>Vote &amp; see what's trendin</i>
<i>Feature a real couple who met on the app (short interview/clip</i>	<i>Video / Testimonial</i>	<i>Recall your last dating ex</i>

# Education & Trainings

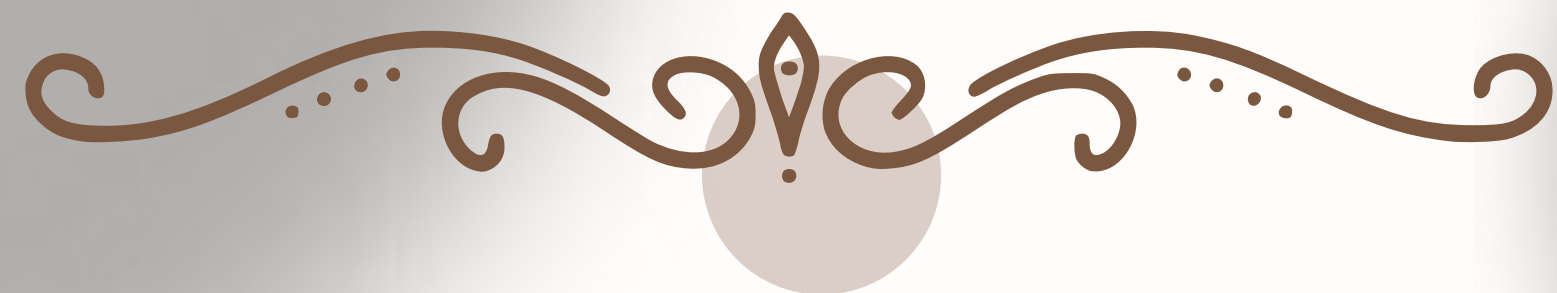


**Virtual Assistant  
Career Craft Academy**

***May 2025***

**Delivering Exceptional Customer Support  
Hubspot Academy**

***April 2025***





# My work tools

## **CRM**

hubspot, freshdesk, intercom

## **Lead Generator**

asana, limelist

## **Microsoft office**

word, excel ppt

## **Collaborative tools**

slack, clickup

## **Project mang tools**

trelo, moday.com

## **Social media**

buffer, hootsuite, canva

## **Google suite**

docs, sheet, keep, calendar

## **others**

calendly, zoho, outlook



Thank you for taking your time to review and I hope you will be glad to work with me.



Emmanuel Theophilus

### Contact Information

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