



DEVON OKAFOR

Virtual Assistant

CONTACT INFORMATION



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Kansas City, MO 12345

KEY SKILLS

- Executive calendar and inbox management
- Project management: ClickUp, Asana, Trello
- SOP writing and process documentation
- Bill approvals and vendor payments (Bill.com, QuickBooks Online)
- CRM: HubSpot, Follow Up Boss
- Contract routing (DocuSign, Dotloop)
- Loom training videos
- Client and vendor communication
- Google Workspace, Microsoft 365
- Slack and Zoom administration

ABOUT ME

Senior virtual assistant with 7 years supporting agency owners, real estate teams, and a venture-backed founder. Strengths in project coordination, SOP writing, and light operations work. Comfortable being the main point of contact for vendors, clients, and other contractors.

PROFESSIONAL EXPERIENCE

Senior Virtual Assistant

Ridgemont Creative Agency, Remote (Kansas City, MO) | 2021 - Present

- Executive support for the founder plus 2 account directors, covering inbox, calendar, and travel for a 14-person agency
- Coordinate 20 to 25 client deliverables per month across ClickUp, keeping status current for the Monday leadership standup
- Wrote 18 SOPs covering client onboarding, invoicing, offboarding, and contractor confidentiality paperwork that cut new-contractor ramp from 3 weeks to about 8 days
- Own vendor payments and bill approvals in Bill.com, processing an average of \$12,000 in monthly contractor invoices with zero missed deadlines in 2024
- Run the quarterly client renewal outreach in HubSpot, contributing to a renewal rate around 88% last year

Virtual Assistant

Harborline Realty Group, Remote (Kansas City, MO) | 2018 - 2021

- Supported a team of 4 agents with property listing entry, showing schedules, and closing document prep in Dotloop
- Managed the team calendar and inbound lead intake from Zillow and the team website, routing about 30 leads per week
- Built a shared Google Drive structure that replaced a scattered set of personal folders, cited by the team lead as the reason listings stopped getting misfiled
- Ran weekly transaction status reports for the broker in charge

EDUCATION

B.S. Business Management, University of Missouri, 2018

ClickUp Verified Ambassador, 2022