

BRILLIANCE JAH-EDOZIE NWAIWU

Virtual Assistant • Executive Support • Healthcare & Operations

— | Contact available on request | Abuja, Nigeria | [linkedin.com/in/brilliance-nwaiwu](https://www.linkedin.com/in/brilliance-nwaiwu) | Available: EST • CET • WAT | Open to Full-Time Remote

PROFESSIONAL SUMMARY

Results-driven Virtual Assistant with a rare operational edge forged across clinical, nonprofit, and remote executive environments. Four years of nursing and fertility clinic administration have built an instinct for meticulous documentation, protocol-first thinking, and composed performance under pressure — qualities that translate directly into high-trust VA work. Experienced supporting founders and executives across scheduling, communications, SOP development, and data management. Proven in fully remote, async, and cross-timezone roles. Available full-time across EST, CET, and WAT.

PROFESSIONAL EXPERIENCE

Virtual Assistant & Researcher — Feb 2026 – Present

Baltimore Win Foundation (Remote, USA) • Volunteer

- Managed end-to-end scheduling for nonprofit leadership, implementing structured reminder workflows that eliminated missed appointments across a multi-person calendar.
- Maintained and organized digital records and databases, improving team-wide document retrieval and information access.
- Delivered targeted research briefs to support leadership decision-making, consistently meeting deadlines in a fully remote, async environment.
- Managed all stakeholder email communications, maintaining professional response standards and improving engagement turnaround.
- Built and maintained Google Workspace systems (Docs, Sheets, Calendar, Drive) to centralize team operations and streamline workflow.

IVF Nurse & Administrative Support — Oct 2025 – Present

Orchid Fertility Clinic • Abuja, Nigeria

- Developed and implemented 10 standard operating procedures (SOPs) for client intake and procedure coordination, standardizing office workflows across departments.
- Managed confidential client records, treatment schedules, and compliance documentation across a high-volume caseload.
- Coordinated multi-specialist appointment timelines and client follow-ups, ensuring continuity of care and minimizing scheduling gaps.

CORE COMPETENCIES

- Executive Calendar & Scheduling
- Email & Inbox Management
- Data Entry & Reporting
- SOP Development & Process Design
- Research & Information Synthesis
- CRM & Digital Record Management
- Project Coordination & Follow-up
- Stakeholder Communication
- Confidentiality & HIPAA-Aligned Practice

TOOLS & TECHNOLOGY

Productivity

Microsoft Office Suite • Google Workspace

Project Management

Trello • Calendly • Spreadsheet Tracking

Communication

Gmail • Professional Email Drafting • Zoom

Records & Compliance

EMR Systems • Digital Filing • HIPAA-Aligned Practice

Other

Basic Cybersecurity • Data Safety Protocols

CERTIFICATIONS

- Entry-Level Cybersecurity Analyst (2024)
- Jobberman Soft Skills Training (2024)
- Basic Leadership Development (2024)
- Certified First Aider & CPR
- Diploma in Computer Operations

LANGUAGES

- Handled client communications via phone and messaging, providing procedural explanations that improved patient preparedness and satisfaction.

IVF Nurse & Administrative Support — Feb 2025 – Sept 2025

Joje Fertility Hospital • Nigeria

- Maintained 50+ digital patient records and documentation with zero reported data errors across a 7-month tenure.
- Managed appointment coordination and follow-up schedules for multidisciplinary clinical teams in a busy fertility setting.
- Produced data tracking reports and compliance documentation supporting audit readiness and operational oversight.
- Demonstrated high emotional intelligence in patient interactions, earning consistent positive feedback from care teams.

Nurse & Midwifery Intern — 2020 – 2024

Abubakar Tafawa Balewa University Teaching Hospital • Bauchi, Nigeria

- Maintained detailed patient records and care documentation for a high-volume teaching hospital across obstetrics, paediatrics, and general nursing rotations.
- Operated EMR systems for patient data entry, reporting, and outcome monitoring, supporting clinical decision-making and operational review.
- Supported multi-team workflow coordination across departments, developing the cross-functional discipline that underpins executive support work.

Volunteer — Operations & Program Support — 2020 – Present

Nigerian Red Cross Society • Bauchi, Nigeria

- Coordinated program logistics, team management, and field reporting for community health initiatives.
- Designed and delivered training workshops and community outreach sessions for target populations.
- Collected and documented field data for program analysis, planning, and organizational reporting.

EDUCATION

Bachelor of Nursing Science (B.NSc) — 2024 – Present

Ahmadu Bello University

Post-Basic Nursing — 2023 – 2024

College of Nursing Sciences, ATBUTH, Bauchi

Diploma in Midwifery — 2019 – 2022

College of Nursing Sciences, ATBUTH, Bauchi

- English — Fluent
- Hausa
- Nigerian Pidgin
- Igbo

AVAILABILITY

EST • CET • WAT

Full-Time Remote

PORTFOLIO

drive.google.com/file/d/1KMQSTIKweMRw1gP9qmdSbhLcLubORI3m/view