

PAMELA YAGAZIE IFUNANYA

Operations Manager |
Project Manager |
Medical Virtual
Assistant | AI
Operations Specialist

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📍 Calabar, Nigeria

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PROFESSIONAL PROFILE

Results-driven Operations and Project Management professional with a unique blend of healthcare knowledge, executive support expertise, and AI-powered business operations experience. Skilled at designing scalable operational systems, automating workflows, managing cross-functional projects, and supporting organizational growth through technology-driven solutions. Proven ability to streamline processes, improve productivity, reduce delays, and build centralized operational hubs using modern platforms such as Airtable, Notion, Zapier, Monday.com, and HubSpot. Adept at stakeholder management, process optimization, client support operations, and virtual healthcare administration.

PROFESSIONAL EXPERIENCE

Flowmingo AI

Certified Sales Growth & Business Partner

01/2026 – Present

- Support business growth initiatives through AI-powered operational strategies and partnership development.
- Optimize internal workflows and performance systems to improve scalability and operational efficiency.
- Manage partner engagement activities and contribute to strategic growth planning.
- Leverage automation tools to improve execution speed and reduce manual processes.

Operations Consultant & Medical Virtual Assistant / Project Specialist

11/2025 – Present

- Deliver specialized administrative and operational support to healthcare professionals and executive clients.
- Designed and implemented automated workflows using Zapier, Airtable, and Monday.com, significantly improving operational efficiency.
- Coordinated project lifecycles from planning through execution, ensuring milestone completion and stakeholder alignment.
- Implemented customer support systems using Intercom and Freshdesk to improve response quality and turnaround times.
- Built AI-assisted content and video production workflows using ElevenLabs and HeyGen.
- Developed centralized Operations Hubs and Talent Intake Portals using Airtable and Notion to improve information management and onboarding.

UNICAL ICT Center

Direct Project Manager

07/2024 – 08/2025 | Calabar

- Managed digital media and project delivery initiatives across multiple stakeholders.
- Led the successful planning, launch, and ongoing coordination of a weekly podcast program.
- Introduced project monitoring and tracking systems that reduced project delays by approximately 20%.
- Coordinated timelines, resources, communications, and reporting activities across project teams.
- Supported content strategy, workflow improvements, and operational execution.

EDUCATION

Bachelor of Science (B.Sc.) in Radiography (In Progress)

University of Calabar (UNICAL)



TECHNICAL SKILLS

Project & Operations Platforms

Notion, ClickUp, Asana, Monday.com, Trello, Jira

Automation & Integration

Zapier, Make.com, Airtable, HubSpot CRM

AI Productivity Tools

Flowmingo AI, ElevenLabs, HeyGen, InVideo

Communication & Collaboration

Slack, Zoom, Microsoft Teams, Loom

Customer Support

Intercom, Freshdesk, Ticketing Systems, SLA Management

Data & Reporting

Advanced Google Sheets, Microsoft Excel, Dashboards & Analytics

Planning & Visualization

Miro, Workflow Mapping, Process Documentation



KEY ACHIEVEMENTS

- Improved project visibility and accountability through structured operational tracking systems.
- Built scalable automation solutions that reduced repetitive manual tasks and increased efficiency.
- Successfully combined healthcare knowledge with modern operational management practices.
- Designed centralized operational environments that enhanced collaboration and documentation standards.
- Contributed to business growth initiatives through AI-enabled operational support.



CERTIFICATIONS

Certified Virtual Assistant

Digital Witch Academy

Operations & Project Management

Career Crafter Academy

Flowmingo Certified Partner – Sales Growth & AI Operations



CORE COMPETENCIES

- Operations Management & Process Improvement
- Project Planning, Coordination & Delivery
- AI Automation & Workflow Design
- Executive & Virtual Assistance
- CRM Administration & Customer Operations
- Healthcare Administration Support
- Team Collaboration & Stakeholder Management
- Systems Architecture & Digital Transformation
- Data Analysis, Reporting & Documentation
- Customer Support Operations & SLA Management