

RAPHAEL IDEMETUK

Executive Assistant & Operations Manager

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PROFESSIONAL SUMMARY

Technical Executive Assistant and Operations professional with 4+ years of experience supporting **CEOs, C-suite executives, and senior leadership** in fast-paced environments, combining high-level executive support with project coordination and technical operational execution.

Experienced in managing **complex executive calendars and inboxes, coordinating meetings and travel, tracking action items and deadlines, facilitating executive communications, and coordinating cross-functional initiatives** across multiple stakeholders. Trusted to handle confidential information with discretion, exercise sound judgment, anticipate executive needs, and independently drive follow-through on priorities.

Brings an additional **technology and automation advantage**, with hands-on experience using AI, workflow automation, Google Workspace, Microsoft Office, CRM systems, project management, and no-code tools to streamline repetitive processes, improve information flow, and increase operational efficiency.

PROFESSIONAL EXPERIENCE

Technical Operations Associate, Volunteer

Celebration Church | Calabar, Nigeria

March 2026 – Present

- Consolidated member information into structured Google Sheets, improving accessibility and organization of community data.
- Built and automated SMS and email onboarding journeys for first-time visitors, improving follow-up efficiency and contributing to a **35% increase in return visits**.
- Built and automated a personalized birthday SMS and email journey for a **500+** member community, delivering timely, personalized communications at scale.
- Collaborated with cross-functional teams to coordinate technical and operational requirements for special programs.

Head of Programs and Operations

The Cave Calls | Lagos, Nigeria

March 2024 – January 2026

Led operational execution and cross-functional coordination for programs serving a 300+ member community across multiple regions.

- Coordinated initiatives across **3 departments**, maintaining visibility into priorities, responsibilities, timelines, and resources required for successful execution.
- Developed operating procedures and documentation that improved consistency, accountability, and access to critical information across programs.
- Managed multiple concurrent initiatives, coordinating stakeholders, following up on deliverables, and resolving operational blockers to keep work progressing.
- Built and deployed workflow automations using **Make.com and n8n**, reducing new-member onboarding time by **40%** and improving operational efficiency.
- Managed community communications and engagement initiatives, coordinating information across stakeholders and ensuring timely delivery of communications.
- Designed and implemented learning and engagement systems that increased program participation by **35%**.
- Maintained structured operational records using **Airtable and Google Workspace**, ensuring information remained organized and accessible across initiatives.
- Designed and coordinated **The Bridge**, a 90-day development program, managing program structure, content, communication, and delivery.
- Identified opportunities to streamline recurring processes and introduced practical systems that reduced manual administrative work.

IT Operations Associate

Rehoboth Specialist Hospital | Rivers, Nigeria

June 2023 - February 2024

- Coordinated day-to-day technology operational activities across a busy private healthcare environment, balancing competing requests from staff, patients, leadership, and external vendors.
- Identified workflow inefficiencies and implemented process improvements that reduced **patient waiting time by 30%**.
- Served as a key coordination point between leadership, departments, patients, and vendors, ensuring timely communication and resolution of operational issues.
- Led staff training and developed supporting materials to improve productivity, consistency, and service quality.
- Introduced digital tracking systems for inventory and reporting using **Microsoft Excel and internal CRM systems**, improving visibility and record accuracy.

- Supported implementation of a new **website and digital booking system**, coordinating stakeholders, tracking requirements and timelines, and supporting adoption of the new process.
- Resolved technical and operational issues while maintaining accurate documentation and clear communication across stakeholders.
- Coordinated implementation activities for software and technology projects involving internal teams and external stakeholders.
- Tracked project schedules, action items and deliverables to ensure activities were completed within agreed timelines.
- Supported technical teams in troubleshooting application, user-access and system-related issues.

Executive Assistant to the CMD

Rehoboth Specialist Hospital | Rivers, Nigeria August 2021 - April 2023 (Part-Time)

Provided direct executive support to the Chief Medical Director, serving as a key coordination point between executive leadership, internal departments, external stakeholders, vendors, and other contacts.

- Managed a complex and dynamic executive calendar, prioritizing competing requests, resolving scheduling conflicts, coordinating meetings, and protecting time for high-priority commitments.
- Triaged executive communications and inbox priorities, identifying urgent matters, drafting correspondence, and ensuring important requests received timely follow-up.
- Maintained visibility across the CMD's commitments, decisions, action items, and deadlines, proactively following up with stakeholders to drive completion.
- Coordinated multiple initiatives across departments, tracking timelines, deliverables, dependencies, and outstanding requirements to keep priorities moving forward.
- Served as a central liaison between the CMD and internal teams, ensuring decisions, expectations, and key information were communicated accurately and followed through.
- Prepared executive meetings by coordinating attendees, developing agendas, compiling briefing materials, and ensuring required documents and information were available in advance.
- Managed post-meeting follow-up by documenting action items, confirming ownership, monitoring deadlines, and escalating delays or risks where appropriate.
- Coordinated domestic and international executive travel, including flights, accommodation, ground transportation, itineraries, meeting schedules, and last-minute changes.
- Drafted and edited executive correspondence, internal communications, stakeholder updates, meeting summaries, and follow-up communications on behalf of the CMD.
- Handled confidential executive, employee, patient, financial, and organizational information with discretion and sound professional judgment.

- Identified administrative and workflow bottlenecks and introduced practical improvements to increase executive efficiency and reduce unnecessary coordination.
- Anticipated scheduling, communication, logistical, and operational requirements, proactively resolving issues before they affected executive priorities.
- Maintained organized executive documentation, records, contacts, and reference materials to enable efficient access to critical information.

Customer Technical Support Officer

NHS | Remote

January 2020 - June 2021

- Resolved **40+ customer inquiries daily**, providing clear and professional support across digital tools and services.
- Created clear explanations and user-facing guidance to help customers navigate digital systems and resources.
- Analyzed user feedback to identify opportunities for improving communication and service processes.
- Contributed to an increase in customer satisfaction from 85% to 92% through user-focused service improvements.
- Managed multiple support requests while maintaining accurate records, responsiveness, and consistent communication.

EDUCATION

Bachelor's Degree, Computer Science

University of Calabar | 2018 -2023

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Project & Operations

- Google Project Management
- IBM Program Management
- MTF Institute — Introduction to Operations Management

Executive Productivity & Workflow

- Asana Administrator Certificate
- Asana Workflow Specialist

- Make Advanced Automation Certification

AI & Digital Productivity

- Google AI Essentials
- ALX AI Career Essentials
- 10alytics — Agentic AI & Automation

TOOLS & TECHNOLOGIES

Executive Productivity: Google Workspace, Microsoft Office, Outlook, Gmail, Google Calendar, Microsoft Teams, Zoom

Project & Workflow Management: Asana, ClickUp, Monday.com, Trello, Notion, Jira

CRM & Operations: Airtable, Google Sheets, Monday CRM, Go-High-Level.

Automation & AI: Make.com, n8n, Zapier, AI Agents, ChatGPT, Gemini, AI workflow automation

Communication: Slack, WhatsApp, Microsoft Teams, Gmail

Technical: Websites, APIs, Webhooks, JSON, JavaScript, React