VIKTORIA BANJOR

Operations & Systems Specialist

Lagos, Nigeria · Remote, working US Eastern and UK hours · viktoriabanjor@gmail.com · WhatsApp +234 813 833 6611
linkedin.com/in/viktoriabanjor · Portfolio: my-portfolio-woad-alpha-7fvl93t809.vercel.app

PROFILE

Operations and systems specialist who helps founders, agencies and coaches move from chaos to systems. Over 3 years of remote work with 20+ clients across the US, UK, Canada and Asia, running projects and teams, building automations and CRMs, launching member portals and email flows, and hiring the people who keep it all running. Known for proactive updates, calm delivery under pressure and practical use of AI.

SELECTED RESULTS

- Ran 7+ concurrent client projects with 40+ freelancers on five continents
- Built an investor pitch deck that helped secure £30,000 in funding
- Hired and placed 50+ people, from writers to developers
- Launched a member portal on time and still run it monthly
- Designed a Gantt project system adopted across a whole agency
- Automated email workflows averaging 50%+ open rates
- Saved clients 30+ hours a week with systems and automation
- Moved a client from 3 paid tools into 1, with nothing lost

CORE SKILLS

Operations: process design, SOPs, workflow mapping, QA

Project management: Gantt planning, launches, client comms

Automation & CRM: Zapier, Make, GoHighLevel, ManyChat

Email marketing: Flodesk, Klaviyo, Mailchimp, Kit, Smartlead

Websites: WordPress, Elementor, Lovable, Shopify, migrations

People: hiring, onboarding, Zoho People, community management

Admin: executive support, inbox and calendar, documentation

AI: Claude and ChatGPT for tools, research and documentation

EXPERIENCE

Portal Launch Manager & Automation Lead
May 2026 – Present

The Social Edit Studio · Remote

- Designed and built the member portal on Lovable and launched it on schedule, owning the launch plan, timeline and owners.
- Mapped and built the launch and nurture email flows, and planned content and lead magnets with the social media designer.
- Run monthly operations: templates, videos, masterclass recordings, and WordPress, plugin and automation upkeep.

Operations & Project Manager
Jul 2025 – Feb 2026

ScaleUp Works, global marketing agency · Remote

- Ran 7+ client projects at once with 40+ freelancers across five continents.
- Designed a per project Gantt chart system that replaced an expensive tool and was adopted organisation wide.
- Managed workloads, timelines and client communication, and quality checked every deliverable before it reached clients.

Community & Operations Assistant
Mar 2026 – Present

Two notary businesses · Canada · Remote

- Run the weekly rhythm of an online community: engagement prompts, member broadcast emails and event reminders.
- Planned event logistics, vendor lists and confirmations; publish WordPress blog posts and schedule social content.

WordPress Developer, Regional Websites
2025

Therapy and coaching practice · Remote

- Cloned and migrated therapy websites into six regional sites each, fixing DNS, SSL and databases (Duplicator, phpMyAdmin, Bluehost).
- Built a shared Elementor design system, set up Thinkific with Kit for courses and payments, and built Flodesk opt-in flows.

Project Launch Coordinator
Aug – Oct 2025

Property Chess, real estate · UK · Remote

- Built the investor pitch deck that helped secure £30,000, restructured a year of financial records for tax, and ran social media and listings.

Admin & Systems Support, Website Refresh
2025 – Present

Fiction editing business · UK · Remote

- Set up admin and tracking systems in Google Workspace and rebuilt the homepage in Elementor from the client's brand board.

Virtual Assistant & Customer Relationship Officer
Apr 2024 – Dec 2025

Delphi Education · UK · Remote

- Ran cold partner outreach in Smartlead with consistent 5%+ positive replies, turning replies into partner meetings.
- Managed student applications and documentation, and wrote and scheduled Mailchimp newsletters.

Executive Assistant, then Social Media Manager
Mar 2024 – Aug 2025

Nouvells, tech startup · Remote

- Supported the CEO day to day, hired developers, wrote IT documentation, website copy and brand materials, and ran LinkedIn strategy.

E-commerce Virtual Assistant & Affiliate Manager
Apr 2024 – Feb 2025

E-commerce brand · Remote

- Built Shopify pages, set up Tidio support automations, researched products and ran TikTok ads; hired and tracked affiliates.

Marketing & Events Project Lead (NYSC)
Nov 2023 – Oct 2024

Villa Marina Hotel · Nigeria

- Led the team behind four cross-cultural events, handling logistics, vendors, flyers, design and marketing across departments.
- Ran B2B outreach to corporate clients.

HR & Recruitment Support
Mar – Oct 2023

HR business partner · UK · Remote

- Built and optimised employee management systems in Zoho People, including time tracking and timesheet approvals; supported recruitment.

ADDITIONAL EXPERIENCE

- **Content Writer**, finance and legal coaching clients, 2025 – Present: LinkedIn thought leadership and repurposed brand articles.
- **Pinterest Specialist**, Pinterest agency, Mar – May 2025: pin design, content pipeline and analytics reporting.
- **Freelance Recruiter**, BPO company, Philippines, 2022: sourced and screened candidates.
- **Remote Marketing Intern**, token company, Singapore, 2022: marketing content and campaigns.

EDUCATION & CERTIFICATIONS

- **BSc Marketing**, University of Ilorin, 2023
- **Virtual Assistance Diploma**, ALX Africa, 2022
- **Digital Marketing Certification**, Tech1M, 2022 · **Fundamentals of Digital Marketing**, Google Digital Garage, 2022

TOOLS

Asana, Notion, Trello, Jira, Basecamp, Clockify, Google Workspace, Microsoft 365, Slack · Zapier, Make, GoHighLevel, ManyChat, HoneyBook, Dubsado, Zoho People, Odoo · Flodesk, Klaviyo, Mailchimp, Kit, Smartlead, Circle · WordPress, Elementor, WooCommerce, Lovable, Shopify, Thinkific, Wix, Webflow, Squarespace · Canva, Metricool, Buffer, Hootsuite · Claude, ChatGPT