MAKOUNGA VERONIQUE

DIGITAL OPERATIONS & PROJECT MANAGEMENT SPECIALIST

Project Coordination | Virtual & Executive Assistance | AI Fluency

Yaoundé, Cameroon (WAT, UTC+1) · Remote
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PROFESSIONAL SUMMARY

Digital operations and project management professional with a BSc in Project Management and hands-on experience coordinating projects, timelines and deliverables for remote and cross-functional teams. Supports business operations and administrative workflows, provides virtual and executive assistance, and keeps information, documentation, schedules and communication organised. Uses AI tools and digital platforms to improve productivity, including AI-assisted reporting that reduced a weekly reporting process from five hours to 45 minutes. Bilingual in English and French, and focused on helping teams turn plans and priorities into organised action.

REMOTE WORK PROFILE

Location & Work Arrangement: Yaoundé, Cameroon | Remote | Time Zone: WAT (UTC+1)
Target Markets: United States, United Kingdom, Canada and other international markets
Communication Tools: Slack, Microsoft Teams, Zoom, Google Meet
Project & Task Tools: Asana, Microsoft Project, Trello, Notion
AI & Automation Tools: Claude, ChatGPT, Google Sheets automation
Collaboration Tools: Google Workspace, Google Calendar, Google Sheets, Microsoft Office, Microsoft Excel
Availability: Flexible working hours, with the ability to coordinate with international teams and accommodate agreed time-zone overlap.

CORE COMPETENCIES

Project Management & Coordination: Project Coordination, Task and Timeline Management, Project Documentation, Progress Tracking, Stakeholder Communication, Administrative Coordination, Scrum Fundamentals
Digital Operations & Executive Support: Digital Operations Support, Virtual Assistance, Executive Assistance, Calendar and Schedule Coordination, Email and Professional Communication, Workflow Organisation, Information Management
AI & Digital Productivity: AI Fluency, AI-Assisted Workflows, Prompt Engineering, AI Tools for Productivity, Digital Tools and Process Improvement
Languages: English — Fluent | French — Fluent

PROFESSIONAL EXPERIENCE

Project Operations and AI Fluency Trainer
ARDOR Digital Academy — Yaoundé / Remote | October 2025 – Present

- Develop practical training content covering Virtual Assistance, Project Coordination and AI Fluency.
- Organise programme schedules, learning activities, assignments and participant communication.
- Guide participants in using AI and digital tools for administrative tasks, coordination and productivity.
- Support portfolio development and professional positioning.
- Coordinate programme delivery and keep activities on planned timelines.

Project Operations Manager
Private Property Portfolio — Yaoundé / Remote | July 2025 – January 2026

- Managed administrative and operational workflows for a multi-unit residential property portfolio, independently and remotely.
- Prepared and maintained tenancy agreements, utility bills, rental invoices and supporting records.
- Coordinated tenant onboarding, documentation, inspection records and follow-up communication.
- Tracked rent collection and billing in Microsoft Excel and maintained organised financial and operational records.

- Served as the main contact for tenant queries, disputes and maintenance requests, responding professionally and discreetly.

Project Operations & AI Integration Coordinator
Markokorp (IT Company) — Douala / Remote | June 2024 – April 2025

- Supported management and teams across three departments with administrative coordination and clear interdepartmental communication.
- Coordinated meetings, appointments and project milestones using Google Calendar and Asana, with zero scheduling conflicts over 10 months.
- Used AI tools and prompt engineering to research information and compile weekly productivity reports, reducing a five-hour manual reporting process to 45 minutes.
- Prepared correspondence and documents, maintained digital records, and supported timely follow-up on operational tasks.
- Maintained employee and client information in Google Sheets and organised digital files for reliable retrieval.
- Handled sensitive personnel and client documentation with care and attention to confidentiality.

Project Assistant
Ministry of Posts and Telecommunications — Yaoundé | June 2023 – August 2023

- Supported project planning and coordination, including timelines, documentation and interdepartmental deliverables under senior project managers.
- Processed official correspondence and maintained systematic records in line with administrative requirements.
- Assisted with scheduling interministerial meetings, preparing briefing documents and coordinating activities across departments.
- Researched and compiled reports and executive summaries for department heads within deadlines.
- Supported financial file preparation and administrative documentation for audit readiness and compliance.

EDUCATION

Master's Degree in Data Science and Artificial Intelligence
Yaoundé International Business School | 2026 – 2028 (Ongoing)

Bachelor's Degree in Project Management
Yaoundé International Business School | 2025

Higher National Diploma (HND) in Project Management
Yaoundé International Business School | 2024

CERTIFICATIONS AND TRAINING

- AI Fluency Framework Certified | Anthropic
- Scrum Fundamentals Certified (SFC) | SCRUMstudy
- Asana Foundations | Asana
- AI & Prompt Engineering; Asana & Microsoft Project (workflow organisation, scheduling, remote coordination) | Training

KEY PROJECTS AND ACHIEVEMENTS

AI-Assisted Administrative Reporting System | Markokorp, 2024–2025
Used prompt engineering and Google Sheets to streamline weekly reporting, reducing a five-hour manual process to 45 minutes.

Business Plan Development | Yaoundé International Business School, 2025
Led a seven-person team in financial modelling and venture concept development.

REFERENCES

Available upon request.