

## Objective

Resourceful and digitally savvy Client Engagement Specialist with proven experience in customer relations, social media management, and content creation. Skilled in handling client inquiries, promoting brand visibility online, and creating engaging digital content that drives communication and trust. Highly organized, professional, and passionate about connecting people with global opportunities through clear communication and creative engagement strategies.

## Core Competencies

- Client Communication & Support
- Social Media Management (Instagram, Facebook, LinkedIn, TikTok, X)
- Canva & Basic Adobe Creative Suite
- Content Creation & Copywriting
- Customer Relationship Management
- Digital Marketing & Analytics
- Video Editing (CapCut, InShot)
- Online Community Engagement
- Remote Collaboration Tools (Google Workspace, Zoom, Trello)

## Experience

- **Doulos Education Enterprises** 2021 - 2025  
ICT Officer / Assistant Distribution Manager
  - Managed client and partner communications through email, WhatsApp, and digital platforms.
  - Created visual and written content for social media promotions, ensuring brand consistency.
  - Supported digital training and client onboarding through data management and virtual assistance.
  - Designed infographics, digital flyers, and social media visuals using Canva.
  - Maintained digital records and coordinated virtual meetings for remote teams.
- **Private Learning Support Program** 2019 - 2021  
Learning Center Supervisor / Educator
  - Facilitated student engagement through digital and in-person learning support.
  - Developed and shared learning materials online to enhance academic performance.
  - Maintained strong parent and student relationships through timely communication.
- **Local NGOs** 2018 - 2020  
Volunteer – Community Outreach & Support
  - Assisted in forming and strengthening community groups.
  - Supported reporting, data collection, and facilitation of training activities.
  - Participated in sensitization campaigns to promote non-violent conflict resolution.
  - Worked with youth groups to support reforestation and environmental protection initiatives.
  - Collaborated with traditional leaders and local authorities for community meetings.

## Education

- **Kaduna Polytechnic** 2019  
Computer Science/ Higher National Diploma (HND)

- **Kaduna Polytechnic** 2015  
Computer Science/ National Diploma (ND)
- **Immaculate International School** 2010  
Secondary School Leaving Certificate

### **Volunteering & Community Engagement**

- Tech Literacy Volunteer – Rural Schools, Plateau State
- Digital Skills Trainer – Youth Development Programs

### **Reference**

- **Blair Nathan Smith - BNS Consulting LLC**  
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