

Samuel Ekwere

Remote Customer Care Representative

Email: sekwere8@gmail.com | Available for remote roles

4+ years of experience | CRM • Social Media • Sales • Customer Support

Professional Summary

Dedicated and proactive Customer Care Representative with 4+ years of experience in digital communication, support, and customer engagement across social media and sales channels. Known for empathetic service, technical adaptability, and building loyal client relationships. Adept at managing inquiries across platforms, solving issues quickly, and collaborating across teams to improve support performance. Eager to contribute to a remote-first environment focused on delivering excellent customer experiences.

Key Skills

- Customer Support & Engagement
- CRM Tools (HubSpot, Zendesk basics)
- Remote Communication (Email, Chat, Phone)
- Social Media & Content Handling
- Conflict Resolution & Empathy
- Team Collaboration
- Data-Driven Customer Insights

Work Experience

Media Manager

Livingproof Bible Church (Remote/On-site)
Sept 2022 – Nov 2023

- Managed customer-facing content for community members on all digital platforms
- Collaborated with staff to improve messaging and increase member engagement
- Handled digital feedback, live event questions, and support inquiries across social platforms



Social Media & Community Manager

Wittytech Hub

May 2019 – July 2021

- Managed brand communications across Facebook, Instagram & Twitter
- Developed response templates and customer support flows via DMs and comments
- Used insights to improve interaction and handle queries proactively

Sales & Support Associate

Tasty Delight Foods

June 2017 – August 2018

- Delivered excellent customer service and follow-up for client orders
- Mentored junior staff in customer engagement and upselling techniques
- Handled direct inquiries, complaints, and client retention issues

Education

Bachelor of Science (BSc), Geophysics

Federal University of Petroleum Resources

Nov 2018 – Oct 2023

