

CLIENT ENGAGEMENT SPECIALIST

CONTACT

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PROFILE SUMMARY

I am a dedicated Client Engagement Specialist (Social Media) with a strong background in customer service, online communication, and client relationship management. Skilled in handling inquiries, resolving issues efficiently, and maintaining positive client experiences on social media channels. Recognized for excellent interpersonal skills, empathy, and a proactive approach to client engagement that supports business growth and customer retention

EDUCATION

2023-present
MIVA OPEN UNIVERSITY

- Bachelor of Business Management
- GPA:4.76

JACUZZI GROUP (US BASED)

2023-PRESENT

CLIENT ENGAGEMENT SPECIALIST (REMOTE)

- I monitored and reviewed customer satisfaction surveys, service quality, and feedback to identify areas for improvement.
- I provided regular feedback to the Jacuzzi Sales and Operations teams to enhance internal processes and improve client experience.
- I supported customers throughout the full sales and installation cycle — from initial consultation to after-service follow-up.

SKILLS

- Effective Communication
- Interpersonal Skills
- Discretion & Ethics
- Interpersonal skills
- Time Management
- problem-Solving
- Critical Thinking
- Computer & Technical Literacy

STUDIO 24 NIGERIA

2021-2023

CLIENT ENAGEMENT SPECIALIST

- I acted as the primary liaison between clients and the Studio 24 creative team, ensuring smooth
- I managed client inquiries and service requests through phone, email, and social media platforms, providing timely and professional responses.
- I supported marketing and social media engagement by responding to online comments, reviews, and inquiries to strengthen client relationships

LANGUAGES

- English: Fluent