

CLIENT ENGAGEMENT & SOCIAL MEDIA SPECIALIST

Professional Summary:

Highly organized and creative professional with over one year of experience in client relations, social media management, and digital engagement. Skilled in handling client inquiries, managing online communities, and creating engaging visual and written content. Known for empathy, clarity, and consistency in customer communication.

Key Skills:

- Client communication & support
- Social media management (Instagram, Facebook, TikTok, LinkedIn)
- Canva design & short-form video editing (CapCut, InShot)
- Content calendar planning & analytics tracking
- Conflict resolution & customer care
- Community engagement & storytelling
- Strong written and verbal communication
- Data confidentiality and record keeping

PROFESSIONAL EXPERIENCE

Freelance Social Media & Client Support Specialist

(2024 – 2025)

- Handled client messages and inquiries via WhatsApp, email, and social media.
- Created and scheduled engaging posts using Canva and Meta tools.
- Resolved customer concerns with empathy and professionalism.
- Managed content calendars, tracked engagement, and adjusted strategy for better results.

Freelance Copywriter & Content Creator

(2023– 2024)

- Wrote social media captions, email copies, and ad scripts that improved engagement.
- Collaborated with small brands to highlight client success stories.
- Monitored page insights to suggest content improvements.

Professional Reference

Mr. Abe Ovie.

Real Estate Business Owner

Email: Abeovie8@gmail.com

(Professional reference who can vouch for my communication, social media handling, and client management skills.)

Tools & Platforms:

Canva • Meta Business Suite • CapCut • Google Workspace • WhatsApp Business
• Instagram Insights • TikTok Analytics

Availability:

Full-time remote (40 hrs/week) | Flexible with evening and weekend shifts