

Location:Nigeria

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## **Professional Summary**

Proactive and detail-oriented Client Engagement & Social Media Specialist with proven experience in administrative support, client coordination, and digital communication. Skilled in managing customer inquiries, creating engaging social media content, and maintaining organized digital systems. Strong communicator adept at building relationships, supporting marketing campaigns, and aligning online engagement with business goals.

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## **Core Skills**

- Client Communication & Engagement
  - Social Media Management (Instagram, Facebook, TikTok, LinkedIn)
  - Content Creation (Canva, CapCut)
  - CRM & Data Management (HubSpot, Airtable)
  - Email & Calendar Coordination
  - Reporting & Analytics Tracking
  - Copywriting & Community Management
  - Google Workspace & Trello
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## **Professional Experience**

### **Administrative & Virtual Assistant | First Choice Staffing Solutions (Remote)**

Mar 2025 – Present

- Serve as first point of contact for clients, managing inboxes and coordinating staff placements.
- Schedule and manage meetings, ensuring smooth internal communication and client satisfaction.
- Prepare reports and maintain accurate data using Google Workspace and HubSpot CRM.

### **IT Support Intern | Digital Witch Support Community (Remote)**

Jan 2025 –September 2025

- Handled customer inquiries and tracked service tickets through Freshdesk and HubSpot.
- Scheduled meetings and maintained client data across platforms.
- Assisted in organizing digital content and community updates for internal communication.

### **Small Business Owner | Retail Operations (On-site)**

Sep 2022 – Dec 2024

- Managed customer communication, marketing posts, and inventory coordination.
- Maintained client relationships through personalized support and consistent follow-ups.
- Designed simple promotional materials and tracked sales performance digitally

**Professional Reference**

Emmanuel Nwosu

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**Education**

B.A. English and Literary Studies

Delta State University, Abraka, Nigeria

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**Certifications**

In-Demand IT Skills Training – Digital Witch Support Community (2025)

Google Technical Support Fundamentals – Coursera (In Progress)