Client Engagement Specialist | Graphic Designer & Video Editor

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**PROFESSIONAL SUMMARY**

Client Engagement Specialist with experience managing client communication, digital engagement, and content creation across social media platforms. Skilled in graphic design and video editing, combining creativity with strategy to enhance brand presence and client satisfaction.

**SKILLS**

* Flexibility
* Social media management (Instagram, Facebook, TikTok)
* Conflict resolution and de-escalation
* Client communication and engagement
* Graphic design (Canva, Photoshop)
* Video editing (CapCut, Premiere Pro)
* Data handling and confidentiality
* Email and chat support
* Order and logistics coordination
* Time management and multitasking

**PROFESSIONAL EXPERIENCE**

Customer Support & Sales Representative | Dorit Enterprise | Ojota, Lagos | 2021 – 2022

* Handled customer inquiries via social media and chat platforms, delivering timely and empathetic support.
* Resolved order tracking, delivery issues, and customer complaints with professionalism and efficiency.
* Coordinated logistics between suppliers and delivery partners to ensure prompt fulfillment.
* Maintained accurate records of orders, inventory, and customer feedback to streamline operations.

Video Editor | Skilharvest | Online | 3months 2023

* Edited educational and promotional videos for social media platforms, ensuring clear visuals and smooth pacing.

**EDUCATION**

Bachelor of Science in Accounting  
University of Lagos (UNILAG), Lagos, Nigeria