**PROFILE**

Energetic and people-oriented professional with a strong background in customer care, client communication, and online engagement. Skilled at managing inquiries with empathy, clarity, and professionalism. Recently transitioned into digital communication, supporting social media interactions and content coordination.

**CORE SKILLS**

Client Communication & Relationship Management

Social Media Engagement (Facebook, Instagram, LinkedIn, TikTok)

Customer Service & Support

Conflict Resolution & Empathy

Time Management & Organization

Data Entry & Reporting

Team Collaboration

Adaptability & Learning Agility

**TOOLS** **&** **SOFTWARE**

Canva, CapCut, Meta Business Suite, Google Workspace, Microsoft Excel

**RELEVANT** **EXPERIENCE**

**Client** **Service & Social Media Representative**

Loverite Foods (2023 – 2025)

• Managed customer communications via WhatsApp, Instagram, and Facebook.

• Provided product information and guided wholesale buyers through inquiries and orders.

• Created and posted engaging social content to promote brand trust and visibility.

• Ensured customers received timely responses, improving retention and satisfaction.

Achievement: Helped increase customer retention and wholesale repeat orders through consistent follow-up and relationship-building.

**Sales** **&** **Client** **Relations** **Officer**

Jiji (Cars45) (June 2023 – Dec 2023)

• Attended to daily client inquiries regarding car listings, prices, and inspections.

• Assisted customers through the buying and selling process with professionalism.

• Followed up with potential leads to nurture relationships and support conversion.

• Maintained accurate communication records and feedback reports.

**Volunteer, Community Engagement Support**

University of Ibadan Postgraduate School (2024)

• Supported the school’s social communication and student engagement processes.

• Responded to inquiries from prospective postgraduate students during admission periods.

• Assisted in coordinating virtual events and updates for the postgraduate community.

**Digital Marketing Intern**

Write My Thesis (Remote) (2025 – Present)

• Create engaging educational content for postgraduate students and researchers.

• Manage daily audience engagement across Facebook and LinkedIn pages.

• Support content scheduling, performance tracking, and audience feedback analysis.

**PROFESSIONAL DEVELOPMENT**

Digital Marketing Fundamentals — Google Digital Garage (In Progress)

Social Media Engagement Strategies — Write My Thesis Internship Program (2025)

**EDUCATION**

MSc Biochemistry — University of Ibadan (2025)

BSc Biochemistry — Usmanu Danfodiyo University, Sokoto (2021)

**REFERENCE**

Mrs. Christina — Team Lead(Resigned), Cars45

+44 7867 221575

COVER LETTER

VISION

Dear Hiring Team,

I am excited to apply for the Client Engagement Specialist (Social Media) role at Zadesta Visa Consulting. My experience in customer relations and social media engagement equips me to provide empathetic, professional, and seamless support to clients while promoting a positive online brand presence.

Scenario 1 – Handling Frustration: I would first empathize and acknowledge the client’s disappointment, then calmly explain that visa decisions come from authorities, not Zadesta, while offering guidance for the next steps. The goal is to turn frustration into renewed confidence in our support.

Scenario 3 – Low Engagement Diagnosis: I would review analytics to identify underperforming content, assess posting timing and audience feedback, and adjust strategies. Introducing interactive content, testimonials, and educational posts can revive engagement. Consistent monitoring ensures content resonates with the audience.

Thank you for your time and consideration.

Warm regards.