# Client Engagement, Social Media & Administrative Support Specialist

## Professional Summary

Results-driven and detail-oriented professional with over 3 years of experience providing client engagement, social media management, and administrative support. Skilled in handling client inquiries, managing CRM systems, coordinating onboarding processes, and maintaining excellent client relationships. Adept at creating engaging social media content, managing campaigns, and supporting business operations through efficient communication and organization. Recognized for professionalism, accuracy, and commitment to delivering outstanding client experiences.

## Core Skills

• Client Communication & Engagement

• CRM Data Management (Zoho, etc.)

• Email, WhatsApp & Chat Support

• Social Media Management & Analytics

• Content Creation (Canva, Inshot)

• Video Editing & Short-form Content Creation

• Content Calendar Planning

• Administrative & Operations Support

• Customer Relationship Management

• Scheduling & Virtual Coordination

• Data Entry & File Organization

• Confidentiality & Data Protection Compliance

## Professional Experience

* Client Support & Admissions Coordinator

**CBI Travels** – Dec 2023 to Oct 2024| Remote

• Serve as the first point of contact for client inquiries via email, calls, and WhatsApp.  
• Provide clear and accurate information regarding visa services, pricing, and processes.  
• Support onboarding for new clients, ensuring completion of forms and checklists.  
• Maintain CRM records, monitor progress, and ensure timely client updates.  
• Coordinate with consultants and operations teams to enhance client satisfaction.  
• Handle client data responsibly in line with confidentiality standards.  
• Gather feedback and testimonials for marketing use.

* Social Media Manager & Administrative Assistant

**Kisha Immigration** – Jan 2023 to May 2023 | Remote

• Planned, created, and managed engaging content for Instagram, Facebook, and LinkedIn.  
• Designed promotional materials using Canva and developed analytics reports.  
• Responded to social media messages and converted leads to active clients.  
• Scheduled meetings, managed calendars, and maintained organized client records.  
• Collaborated with consulting teams to align campaigns with company goals.

* Social Media Manager

**Customer Care NG** – Oct 2018 to Nov 2020 | Remote

• Built and managed social media presence, improving engagement and client retention.  
• Created branded graphics and newsletters to promote company offerings.  
• Monitored customer feedback and optimized strategies to improve satisfaction.  
• Managed landing pages and digital campaigns to drive brand awareness.

## Certifications

• Virtual Assistant Bootcamp – ALX

• Digital Marketing Professional – Digital Marketing Skill Institute

## Education

Bachelor of Education – Basic Science

University of Lagos

**Reference**

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