

PROFILE SUMMARY

Client Engagement & Social Media Specialist with experience managing online communities, handling customer inquiries, and creating engaging digital content. Skilled in Canva, video editing, social media analytics, and community management. Highly organized and detail-oriented, focused on providing professional support to clients navigating visa services. Committed to confidentiality and maintaining brand trust.

CORE SKILLS

Client Engagement & Customer Support
Social Media Management & Community Moderation
Content Design & Short-Form Video Editing
Canva, Illustrator (basic), Photoshop (basic)
CapCut, iMovie
Social Media Scheduling & Analytics Tools
Communication (English & Pidgin)
Confidentiality & Data Protection
Time Management & Multitasking
Remote Collaboration

RELEVANT EXPERIENCE

Client Engagement & Social Media Assistant
JAYPEARLs Kitchen
Responded to client inquiries across WhatsApp, Instagram, and Facebook.
Handled frustrated clients calmly with empathy and clarity.
Managed daily engagement including comment, moderation, documentation, and escalation.
Created engaging content using Canva and CapCut.
Scheduled posts and monitored engagement analytics.
Maintained confidentiality of all client information.
Collaborated remotely and provided weekly engagement reports.

EDUCATION

Bachelor of Science – Accounting
March 2020 – October 2024

CERTIFICATIONS

Placeholder Certification – Digital Customer Engagement & Social Media Operations (2024)

ADDITIONAL STRENGTHS

Strong written and verbal communication
Professional complaint resolution
Protecting brand reputation
Creative content and engagement strategies
Highly organized and detail-oriented

Fast learner and adaptable

COVER LETTER

Vision

I am applying for the Client Engagement Specialist role at Zadesta Visa Consulting.

Scenario 1: Handling Frustration

I would acknowledge the client's frustration, apologize, offer support, and move the conversation to DM while maintaining empathy and professionalism.

Scenario 2: Negative Public Comment

I would classify the commenter as a troll. I would reply briefly to maintain professionalism, move the discussion offline, and hide repeated abusive behavior.