

PROFESSIONAL SUMMARY

Creative and proactive Social media & Digital Engagement professional with strong communication, content creation, and customer experience skills across hospitality, retail, and public-sector environments. Proven ability to develop and execute social media strategies that increase visibility, strengthen audience relationships, and drive engagement. Skilled in copywriting, video editing, analytics, and community management with a strong foundation in administration and data organization from prior roles. Passionate about growing brand presence and delivering measurable results.

EDUCATION

University of Port Harcourt – Port Harcourt Nigeria

Dec 2015 – Jan 2023

Bachelor of Science, Geography and Environmental Management

WORK EXPERIENCE

Front Desk Officer/ Stock Officer and Customer Support

Rotech Designs & Aluexpert Limited – Abuja, Nigeria

Jul 2025 – Present

- Provide customer support for inquiries regarding project updates and service requests
- Maintain accurate digital and physical records to enhance service responsiveness
- Assisted procurement tracking, reducing stock-out delays by 25%
- Strengthened communication flow between clients and internal teams

Administrative Assistant - NYSC

National Assembly – Committee on Public Assets – Abuja, Nigeria

Aug 2024 – Aug 2025

- Managed high volume communications and coordinated responses across departments, improving response speed by 40%
- Assisted with complaints documentation and follow-ups from stakeholders
- Prepared and distributed reports to ensure clarity in service delivery
- Provided courteous support to visitors while maintaining confidentiality

Customer Service & Digital Engagement Assistant

Haircase Company – Port Harcourt, Nigeria

Feb 2024 – July 2025

- Developed and executed social media content strategies, boosting online engagement by 35%
- Handled customer orders, feedback, and complaints with documented resolutions
- Supported online campaigns by managing customer inquiries and engagement
- Edited and published promotional videos using Capcut, increasing reach and brand awareness

Front Desk & Administrative Assistant Manager

Crib Lifestyle Hotel - Port Harcourt, Nigeria

Dec 2020 – Dec 2023

- Provided hospitality customer service to guest, improving experience and reducing delays by 30%
- Managed reservations and check-ins while resolving guest complaints promptly
- Maintained accurate customer information and service records
- Aligned operations with company service standards for improved loyalty

CERTIFICATIONS

Certificate in Communication, eLearning College **2025**

https://drive.google.com/file/d/1DTrZ9ymbXAeHGqRQ1K_eKATKkNTbCvTc/view?usp=drivesdk

SKILLS

Technical Skills:

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

Google Workspace (Docs, Sheets, Drive)

Canva, Zoho & Capcut

Social Media Management (Facebook, Instagram, TikTok)

Data Entry, File Management, Record Organization

Other Skills:

Copywriting

Community Management

Communication (Written & Oral)

Customer Support & Client Relation

Problem Solving & Task Prioritization

Time Management & Multitasking

Confidential Data Handling

Persuasion & Negotiation

CRM Tools & Digital Administrative Software (Zoho)

PROFESSIONAL REFERENCE

Name: Mr. Chris Onyema

Position: Engineer

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