

Curriculum Vitae

Professional Summary

Dynamic and client-focused professional with over 4 years of proven experience in social media management, client relations, and digital marketing. Skilled at creating engaging digital content, managing customer communication channels, and driving online engagement through strategic storytelling and analytics. Demonstrates excellence in coordinating client onboarding, fostering trust, and building vibrant online communities. Passionate about helping individuals achieve global opportunities through clear communication and digital innovation.

Key Skills

Client Relationship Management
SocialMediaStrategy& Community Engagement
ContentCreation&Video Editing (Canva, CapCut, Adobe Suite)
CustomerCommunication (Email, WhatsApp, Live Chat, Social Media)
DataHandling&CRMRecord Management
DigitalMarketingCampaigns & Analytics
SEO,Copywriting&Online Reputation Management
MultilingualCommunication (English & Nigerian Pidgin)

Professional Experience

Client Engagement & Social Media Management – House of NANZ / NANZSKIN *Website & Social Media Manager / Digital Marketing Manager (Remote – Belgium)*

- 1 Managed client inquiries, digital campaigns, and customer engagement across multiple global platforms.
- 2 Increased Instagram community by 50% in one year through targeted storytelling and influencer collaborations.
- 3 Oversaw onboarding communications and client satisfaction touchpoints for beauty and fashion clients.
Implemented content calendars, driving consistent online visibility and a 65% rise in traffic.
- 4 Designed and executed product campaigns that boosted conversions by 30% and improved brand trust.
- 5

Client Support & Marketing Assistant – Colossus Migration and Tours *(Nigeria)*

- 1 Served as the first point of contact for client inquiries about visa and travel services via WhatsApp, email, and social media.
- 2 Provided accurate visa process information, ensuring clarity and professionalism in every interaction.
- 3 Managed social media pages, sharing client testimonials, travel updates, and immigration success stories.
- 4 Assisted in creating digital campaigns that improved client engagement and lead conversion rates.
- 5 Supported onboarding and documentation processes while maintaining confidentiality of client data.

Social Media Manager – XPM Exchange

- 1 Executed digital campaigns that grew community engagement by 45% and improved customer interaction.
- 2 Collaborated with operations teams to deliver educational and compliance-driven content for users.
- 3 Enhanced brand reputation by ensuring timely responses and transparent communication with clients.

SocialMedia Manager / Content Writer – FastRyders Logistics Solutions

- 1 Created and managed digital content that increased online engagement by 50% in six months.
- 2 Supported client relationship building through prompt responses and proactive communication.
- 3 Drove a 35% increase in client acquisition through storytelling campaigns emphasizing service reliability.

Education

BSc. Marketing – University of Lagos (UNILAG)

Certifications

- 1 Diploma in Digital Marketing
- 2 Diploma in Customer Service
- 3 HubSpotInboundMarketing Certification
- 4 AdvancedSocialMedia Strategy Certification
- 5 Google Ads Video Certification
- 6 SocialMediaManagement – Udemy
- 7 CertifiedDigitalMarketing Specialist – Google

Professional Reference

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