

SOCIAL MEDIA/COMMUNITY MANAGER AND CUSTOMER SUPPORT AND ENGAGEMENT SPECIALIST

CAREER OBJECTIVE

Goal oriented Social Media Manager with proven expertise in online communication, client engagement, and digital community management. Seeking to leverage my customer interaction, empathy, and problem-solving skills in a remote Client engagement role.

Equipped with strong digital communication tools proficiency, I am committed to delivering outstanding customer experiences while maintaining brand consistency and satisfaction.

EXPERIENCE

Community Manager (Part time, Remote)

Eventitys Signature | 2025- Present

- Manage and engage a community of Nigerian business owners in the UK before, during, and after UK based fairs.
- Handle basic administrative duties, inquiries, and updates in real time.
- Create and manage content that fosters engagement and strengthens community ties.
- Provide timely and empathetic responses to member concerns and feedback.
- Collaborate remotely with the organizing team to ensure smooth event operations.

Freelance Social Media Manager and Customer Support

2023-Present

- Communicate effectively with clients to understand needs, resolve concerns, and ensure satisfaction.
- Manage multiple brand accounts, schedule posts, and monitor performance across platforms.
- Handle customer inquiries and feedback through DMs and comment sections, improving customer relations.
- Work remotely using tools like Google Workspace, Meta Business Suite, Hootsuite, and Canva.
- Develop and execute engaging content and result driven advertising strategies for SMEs
- Set up and manage result oriented sponsored ads on Meta Ads Manager.

SKILLS

- Excellent Verbal and Written Communication
- Customer relationship and feedback management
- Empathy and active listening
- Social media engagement and response handling
- Data Entry and Administrative support
- Remote work discipline and digital collaboration
- Ability to work efficiently with little or no supervision
- Time management and productivity
- Ability to learn and adapt to essential tools and practices
- Problem solving
- Critical thinking

EDUCATION

B.Sc. in Sociology – Imo State University, Nigeria (2023)

CERTIFICATIONS

Meta Social Media Marketing Professional (In view)

EDUCBA Customer Centric CRM Strategy and Management (In View)

REFERENCES

Miss Mfoniso Etuk
Founder, The fit girl Fam
Email: thefitgirlfam@gmail.com
Relationship: (Freelance Brand S launch project)

Miss Comfort Bassey
Co Founder, Bleu Digital Agency
Email: bleudigitalservices@gmail.com
Relationship: (Agency's Freelance social media manager)