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📍 Location: Ado Ekiti Ekiti

🇳🇬 Nationality: Nigerian

About Me

I am looking to obtain a position in a vibrant and growing organization that uses my experience as Call Center Agent and skills in decision-making and adaptability. My objective is to utilize my experience to advance the goals of the organization and to continue developing my skills.

Summary

- 4 years of experience as Advertising Account Executive
- 3 years of experience as Social Media Manager
- 2 years of experience as Brand Ambassador (Marketing)
- Available to work immediately
- Current salary ₦1
- Expected salary ₦1

Job History

Call Center Agent

📅 1 year of experience

Responsibilities:

- Handled inbound and outbound calls for customer service or sales inquiries.
- Documented calls and entered customer information accurately in the database.
- Resolved customers' issues and complaints effectively and efficiently.

Achievements:

- Achieved a 90% customer satisfaction rating through consistent, high-quality service.
- Increased sales by 15% through effective upselling and cross-selling techniques.

Brand Ambassador (Marketing)

📅 2 years of experience

Responsibilities:

- Conducted product demonstrations and samples in retail settings
- Represented the brand at various events and tradeshows
- Generated leads and tracked data on consumer interest and demographic information
- Provided feedback and reports on product performance and consumer feedback

Achievements:

- Successfully increased sales by 20% for a new product line by implementing creative marketing strategies during in-store demonstrations
- Made significant contributions to the development of an experiential marketing campaign that resulted in increased brand awareness and engagement
- Established and maintained positive relationships with key retail partners, resulting in increased shelf space and product visibility

Social Media Manager

☰ 3 years of experience

Responsibilities:

- Created, managed, and executed social media plans across various platforms
- Monitored analytics and KPIs to optimize content and engagement strategies
- Collaborated with cross-functional teams to develop integrated marketing campaigns
- Stayed up-to-date with industry trends and platform updates to recommend optimizations

Achievements:

- Increased social media engagement by 25% within first six months in role
- Successfully executed a social media campaign that increased website traffic by 30%
- Built and grew an Instagram following to over 10K followers in 12 months
- Implemented a social media content calendar that improved efficiency and organization of content strategy.

Advertising Account Executive

☰ 4 years of experience

Responsibilities:

- Developed and executed advertising strategies and campaigns for multiple clients.
- Collaborated with creative teams to develop compelling content for various advertising mediums, including print, digital, and broadcast.
- Managed client relationships, including regular communication, reporting, and addressing concerns or issues.
- Conducted market research and analyzed data to inform advertising decisions and improve campaign performance.

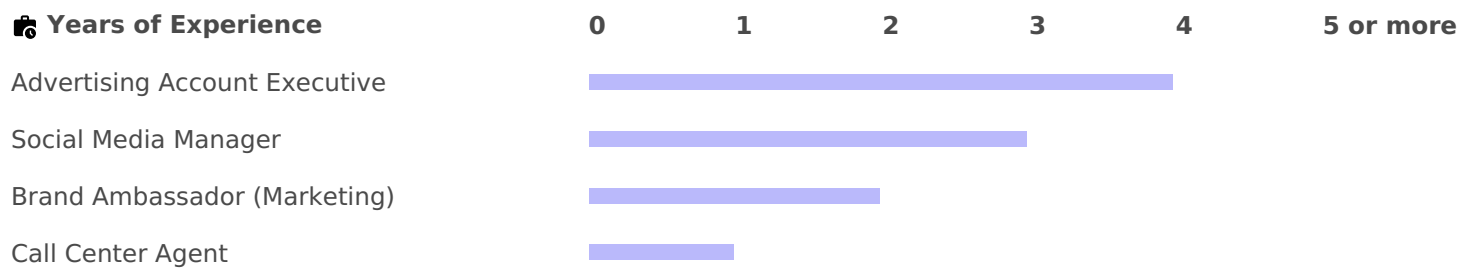
Achievements:

- Successfully led a campaign that resulted in a 20% increase in brand awareness for a client in the food and beverage industry.
- Increased revenue for a client in the retail industry by 15% through the development and implementation of a new advertising strategy.

Education / Certificate

Latest Education: **Bachelor's Degree**

Experience Summary



Skills

Customer Service : Basic

Call Center : Basic