

EKPO BENJAMIN EMEKA

Lagos, Nigeria | 09025734070 | benken89611@gmail.com

PROFESSIONAL SUMMARY

Reliable and customer-focused support professional with experience in communication, operations support, and problem-solving in structured environments. Skilled at handling inquiries, following procedures, documenting issues, and working calmly under pressure. Experienced in managing both digital communities and physical service operations to deliver clear, empathetic, and timely assistance.

PROFESSIONAL EXPERIENCE

Runner Supervisor | Savesimple Microfinance Bank

Lagos, Nigeria | Present

- Supervised field operations and loan lending services.
- Guided field runners to meet performance and disbursement targets.

Sales Associate and Business Consultant | Jiji.ng

Lagos, Nigeria | Present

- Managed client engagement, business consulting, and sales operations.
- Drove customer acquisition and provided strategic commercial support.

Marketer | Super Engineering Company (Production Company)

Lagos, Nigeria | Present

- Promoted company products, drove marketing campaigns, and built client relationships.
- Identified market opportunities to expand product reach.

Gaming Community Moderator / Volunteer Support | GMEE

Remote (Discord/Reddit) | Apr 2023 – Oct 2024

- Managed high-volume digital interactions by answering 100+ queries weekly.
- Identified and reported exploits or cheats.
- Provided timely and empathetic assistance to community members.

Operations Supervisor | Sunflag Spintex

Ikorodu, Lagos | 2021 – 2023

- Directed workflow and supervised team performance.
- Communicated with stakeholders to resolve operational issues.
- Optimized resource allocation to support efficient operations.

Customer Service & Assistant Restaurant Manager | Loria Blazzer Ville

Anambra, Nigeria | 2020 – 2021

- Managed front-of-house operations and customer service.
- Resolved customer complaints professionally.
- Coordinated with kitchen staff to maintain smooth service.
- Supervised inventory and POS reconciliation.

KEY SKILLS

- Effective Communication
- Operations Support & Supervision
- Teamwork & Resilience
- Customer Service & Relationship Management
- Digital Literacy
- Conflict Resolution

EDUCATION

National Youth Service Corps (NYSC) — Edo State, Nigeria | 2023 – 2024

B.Sc. Agribusiness & Management — Michael Okpara University of Agriculture, Umudike | 2015 – 2019