FAVOUR NWOBI

Abuja | favournwobi6@gmail.com | +234 904 471 3293

PROFESSIONAL SUMMARY

I'm a customer focused professional with experience handling enquiries, communicating with clients and managing everyday customer interactions across digital and in person channels. I am skilled in responding promptly and professionally, resolving concerns, maintaining accurate information and providing clear communication. Comfortable working independently, managing multiple tasks and using digital tools in remote environments.

SKILLS

Customer Support: Customer enquiry handling, Client communication, Issue resolution, Customer relationship management, Follow-up, Complaint handling, Interpersonal communication

Communication: Written and verbal communication, Professional correspondence, Active listening, Clear information delivery

Administrative Support: Record keeping, Data organisation, Task coordination, Time management, Attention to detail

Digital Tools: WhatsApp, Email communication, Google Workspace, Microsoft Office, Meta Business Suite

Professional: Problem-solving, Organisation, Independent working, Multitasking, Remote work

Languages: English (Fluent)

EXPERIENCE

Social Media Manager | Uptique Music Ltd Jul 2026 – present (Remote)

- Respond to customer and community enquiries across Instagram, TikTok and X.
- Provide clear, professional information and assistance to users through digital communication channels.
- Manage multiple conversations and requests while maintaining timely responses.
- Monitor comments and messages, identify customer concerns and provide appropriate responses or escalate when necessary.

- Maintain organised content, communication and account management across multiple platforms.
- Work independently in a remote environment while managing competing priorities.

Social Media Manager (Intern) | Uptique Music LTD Nov 2025 - Jul 2026 (Remote)

- Handled audience enquiries and interactions across Instagram, TikTok and X.
- Communicated with creatives and community members in a professional and approachable manner.
- Responded to questions and provided relevant information based on user needs.
- Managed multiple social media accounts while maintaining consistent communication and follow-up.
- Researched information and fact-checked responses before communicating information to the audience.

Front Desk Officer and Secretary | Mandells Consultations and Diagnostic July 2024 - June 2025 (Nnewi)

- Attended to clients and visitors professionally and provided clear information and assistance.
- Responded to enquiries and directed clients to the appropriate services or personnel.
- Managed records and administrative information accurately.
- Handled routine communication and follow-ups while maintaining professionalism.
- Supported daily administrative operations and coordinated multiple tasks efficiently.

Industrial Training | Unique Analytical and Diagnostic Laboratory Apr 2023 - Sep 2023 (Abuja)

- Assisted with routine administrative and operational activities while following established procedures.
- Maintained accurate records and handled information carefully.
- Managed assigned responsibilities efficiently while working collaboratively with staff.
- Supported daily activities in a structured environment requiring accuracy and attention to detail.

Sales Executive | Oho Ventures June 2022 - October 2022 (Owerri)

- Communicated directly with customers to understand their needs and provide appropriate product information.
- Responded to customer questions and handled concerns professionally.
- Maintained customer relationships through clear communication and follow-up.
- Assisted customers throughout the sales process and provided relevant information to support their decisions.

EDUCATION

- B.Sc. Biochemistry — Tansian University, Anambra State | Oct 2020 - Jul 2024
- SSCE — Evangel Model Secondary School, Owerri | Sep 2018 - Dec 2020

CERTIFICATIONS

- National Youth Service Certificate — May 2026