

OYEM COURAGE OSOKAM

GENERAL PROFESSIONAL PROFILE

08167747796 | couragedianab@gmail.com | LinkedIn: Oyem Courage

SUMMARY

A highly motivated and adaptable HND Mass Communication graduate with Distinction from Delta State Polytechnic, Ogwashi, with practical experience in customer relations, public relations, sales, staff supervision, administrative support, and hospitality operations. A dependable and people-oriented professional with strong communication, organizational, interpersonal, leadership, and problem-solving skills.

PROFESSIONAL EXPERIENCE

SALES REPRESENTATIVE Rodinia Restaurant - Interacted with customers and responded to product and service enquiries. - Promoted products and services professionally. - Built positive relationships with customers and supported customer satisfaction. - Assisted with sales and customer-facing activities.	2018–2019
SUPERVISOR Rodinia Hotel - Supervised staff and coordinated daily responsibilities. - Monitored staff activities and supported effective task completion. - Assisted with operational and staff-related concerns. - Promoted teamwork, professionalism, accountability, and quality service.	2019–2020
CUSTOMER RELATIONS / PUBLIC RELATIONS OFFICER (CRO/PRO) Rodinai Restaurant and Bar - Represented the organization professionally when interacting with customers and stakeholders. - Managed customer enquiries, feedback, requests, and service-related concerns. - Built and maintained positive customer relationships through effective communication. - Responded to customer concerns professionally and worked toward appropriate solutions. - Supported the organization's public image and positive customer experience.	2022 & 2024–2025
ASSISTANT Treshbee Fashion Academy - Assisted the supervisor with daily administrative and operational activities. - Communicated professionally with students, staff, and other individuals. - Provided organizational support and assisted with assigned responsibilities. - Supported the smooth coordination of daily academy activities.	2023

EDUCATION

HIGHER NATIONAL DIPLOMA (HND) IN MASS COMMUNICATION — DISTINCTION
Delta State Polytechnic, Ogwashi

SKILLS

- Communication & Interpersonal Skills - Public Relations - Team Supervision - Organization & Coordination - Teamwork & Leadership - Adaptability	- Customer Relations & Service - Sales & Customer Engagement - Administrative Support - Problem Solving - Time Management - Professional Conduct
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CAREER INTERESTS

Customer Relations | Administration | Brand Representation | Front Desk Operations | Sales | Public Relations
References available upon request.