

OKECHUKWU JANETH EZINNE

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Professional Summary

Results-driven Tourism and Event Management graduate with experience in hospitality, customer service, and social media management. Skilled in guest relations, digital communication, content creation, and administrative support. Strong ability to manage customer interactions, coordinate tasks efficiently, and contribute to business growth through excellent communication and organizational skills. Proficient in Microsoft Office Suite, CorelDRAW, and social media management tools.

Core Skills

- Customer Service & Guest Relations
- Social Media Management
- Content Creation & Copywriting
- Communication & Interpersonal Skills
- Administrative & Organizational Skills
- Microsoft Office Suite (Word, Excel, PowerPoint, Publisher)
- CorelDRAW & Basic Graphic Design
- Team Collaboration & Problem Solving
- Time Management & Multitasking

Professional Experience

Social Media Manager | How Far Technologies (July 2025 – Present)

- Manage and grow brand presence across multiple social media platforms.
- Develop content strategies, captions, and creative visuals aligned with business goals.
- Schedule posts, monitor engagement, and respond to customer interactions professionally.
- Analyze social media performance metrics to improve visibility and audience engagement.
- Collaborate with marketing teams to execute digital campaigns.

Customer Service Representative | Fun Factory, Lekki Phase 1, Lagos (July 2021 – October 2021)

- Provided excellent customer support in a fast-paced entertainment environment.
- Resolved guest inquiries and ensured a positive customer experience.
- Maintained professionalism while handling customer complaints and requests.

Customer Service Representative | The Azaria Hotel and Suites, Lekki Phase 1, Lagos (July 2022 – October 2022)

- Assisted with front desk operations and guest relations services.
- Handled guest check-ins and check-outs efficiently.
- Provided timely solutions to customer inquiries and service requests.

Creative Experience

- Content Creator – Developed engaging written and visual content for digital platforms.
- Script Writer (Tharadeen Multi Global) – Wrote scripts for marketing videos and promotional campaigns.
- Voice Over Artist (Intexmarketing Store) – Delivered professional voiceovers for advertisements and digital campaigns.

Education

- B.Sc. Tourism and Event Management – Afe Babalola University, Ado-Ekiti (2019 – 2023)
- Senior Secondary Certificate – Graceland College, Enugu (2018)
- Primary School Leaving Certificate – Nigerian International School, Benin Republic (2012)

References

Available upon request.