



Joseph Thomas

Operations | Public Relation /
Communications Professional

- Tel: 07015621666
- Email: josephthomasn8@gmail.com
- Address: 24 Gbazango, Abuja, Nigeria.

Education Background

- 2026: Associate Member Nigerian Institute of Public Relations
- 2023-2024: Certificate of National Service National Youth Service Corps (NYSC)
- 2017-2022: Higher National Diploma (HND) Mass Communication Heritage Polytechnic, Nigeria.
- 2006-2012: West African Examination Certificate (WAEC) Christian Comprehensive College, Esit Eket.
- 2022: Human Resources Management Professional (HRM) Inspint International
- 2022: Project Management Professional (PM) Inspint International
- 2022: Customer Relationship Management Professional (CRM) Inspint International

Work Experience

2026.2-Present Head of Operations - Genuine Media Limited, Abuja.

- Oversee the day-to-day company operations, ensuring coordination across departments and teams.
- Coordinate and monitor staff performance, workflow, attendance and compliance with company policies.
- Support recruitment processes, including screening, interview coordination and onboarding.
- Develop and implement operational systems, reporting structures to improve efficiency / accountability.
- Coordinate departmental activities across the company's media and digital platforms.
- Supervise administrative operations, office facilities, equipment and operational procurement.
- Work closely with the management team to implement strategic and operational initiatives.
- Coordinate staff training and the adoption of tools such as Notion, Slack, and Jira.
- Support organizational structure, performance management, and departmental KPIs.
- Promote effective communication and collaboration across management and departments.
- Create and implement reporting structure, project monitoring and evaluation.

2024.8-2026.2 Media / Public Relations officer - Exposé Media Limited.

- Developed and executed PR and communication strategies;
- Drafted press releases, speeches, and official statements;
- Monitored media coverage and prepared press reports;
- Organized press conferences, briefings, and public events;
- Handled crisis communication and reputation management;
- Managed social media messaging aligned with brand voice;
- Collaborated with internal teams and stakeholders to ensure consistent communication;
- Coordinated projects, reports, and presentations for executive decisions.
- Maintained confidentiality in handling sensitive company information.
- Conducted research and monitored media trends relevant to the company

2023.7-2024.6 Media/Public Relations Assistant–NYSC Directorate Headquarters, F.C.T., Abuja.

- Responsible for news writing, editing, reporting and casting on radio and television;
- Anchored radio and television programmes, interviews, talkshow;
- Evaluated salient sensitive topics in a very professionally, with adherence to media laws and ethics;
- Built and maintained relationships with media houses and journalists;
- Assisted in press releases, speeches, and official statements;
- Reviewed media content concerning the organization;
- Assisted in national public relations conferences, workshops for the corps and stakeholders.

2023.8-2024.8 Customer Success Associate - Reliance Health — Abuja, Nigeria

- Handled inbound customer calls, providing support on services, plans, and account inquiries.
- Resolved customer complaints and service requests professionally and empathetically.
- Educated customers on available health plans and benefits to improve service satisfaction.
- Logged and tracked customer interactions accurately in CRM systems and escalated complex issues.

2015.9-2023.7 Administrative Officer / Coordinator - Ideal Speech International, Lagos.

- Managed recruitment processes, from posting vacancies to onboarding;
- Drafted proposals and created impactful presentations for clients;
- Coordinated events, trainings, and client meetings;
- Responsible for organizing marketing campaigns, coordinating team of staff;
- Responsible for writing and defending business proposals to clients' board of directors;
- Handled emails and scheduling meetings.

2020.5-2021.6 Virtual Assistant - Baley Solutions

- Managed CEO's calendar, travel, and correspondence;
- Organized meetings, reports, and follow-ups;
- Handled confidential documents and communications;
- Conducted research and prepared briefs;
- Liaised with clients, partners, and staff.

2013.5-2014.3 Administrative Assistant/Front Desk Officer -- Jehub Resources Ltd., Eket.

- Received clients, managed calender;
- Managed daily administrative tasks, including filing, correspondence, and data entry;
- Managed front desk operations, welcoming visitors and handling incoming calls;
- Scheduled appointments and coordinated meetings for staff and management;
- Responded to emails and inquiries with prompt and professional communication;
- Maintained office records, files and administrative documentation;
- Handled incoming and outgoing correspondence, including mail and courier services;
- Provided general administrative support to ensure smooth day-to-day office operations.

Professional Skills

Client Relations and Customer Service;

Good Professional Outlook

Strong ground on Communications, (written and verbal);

Google Workspace (Docs, Sheet, Calendar, Drive);

Scheduling and Task Coordination;

Data Entry and Email Management;

Remote Work Tools (Zoom, Google Meet);

Proposal Writing and Presentation;

Safeguarding Company's Confidential Information;

Analytical and Critical Thinking;

Adept Public Relations Practice;

Problem - Solving and Effective Time Management.

Professional Summary

I am highly skilled in crafting clear, persuasive, and engaging messages tailored to diverse audiences. With proven expertise in public speaking, media relations, and content development, I excel at simplifying complex ideas and delivering them with precision and impact. I am adaptable, empathetic, and detail-oriented, with a strong ability to listen, analyze, and respond effectively in both professional and cross-cultural settings. I handle work with outmost professionalism.

Self-evaluation

Highly efficient and dependable administrative Officer with a strong record of providing executive-level support to CEOs. Skilled in managing schedules, travel, meetings and confidential correspondence.

Adept at handling multiple priorities with discretion and professionalism while ensuring smooth daily operations. Demonstrates excellent communication, organizational, and problem-solving abilities to enhance executive productivity and efficiency.