

KENECHUKWU DIVINE-JOY CHIAMAKA

07041603811/ kenedivinejoy@gmail.com

Lagos, Nigeria

PROFESSIONAL SUMMARY

Customer-focused business and operations professional with hands-on experience in client acquisition, sales, customer relationship management, follow-up, service delivery and business operations. Founder of a service-based business with experience serving 60–80+ clients, coordinating 70+ appointments, handling client enquiries and follow-ups, managing supplier relationships and resolving service-related concerns. Strong research and information-gathering skills developed through academic research and technical writing, with additional experience in business planning and market analysis. Highly organised, responsive and comfortable working independently with minimal supervision.

CORE SKILLS

Sales & Client Acquisition

- Lead Generation
- Customer Acquisition
- Client Enquiries & Consultations
- Sales Conversion
- Client Follow-up
- Customer Relationship Management
- Service Presentation
- Customer Retention
- Referral-Based Sales
- Social Media Marketing

Customer Experience

- Customer Service
- Client Communication
- Customer Issue Resolution
- Service Recovery

- Needs Assessment
- Feedback Analysis
- Relationship Building
- Appointment Coordination

Business & Market Support

- Market & Customer Research
- Business Planning
- Opportunity Research
- Competitor/Market Observation
- Proposal Development
- Pitch Deck Development
- Business Documentation

Administration & Digital Tools

- Microsoft Office Suite (Word, Excel, PowerPoint)
- Google Docs & Sheets
- Canva
- Social Media Platforms
- Record Keeping & Documentation

PROFESSIONAL EXPERIENCE

Founder & Business Operations Manager

The_haus_of_slay.ng (2023- Present)

- Coordinate day-to-day operations of a service-based business, managing client appointments, scheduling, supplier communication, service delivery and customer follow-up.
- Coordinated **70+ client appointments**, including confirmations, reminders, rescheduling and adjustments to accommodate changing client needs.
- Served **60–80+ clients** through local referrals and social-media marketing, building repeat customer relationships through consistent service delivery, communication and follow-up.
- Managed supplier sourcing across **30+ vendors**, evaluating reliability, product availability and delivery performance while maintaining relationships with **15 preferred suppliers**.

- Coordinate sourcing and purchasing of hair extensions, styling products, tools, accessories and equipment required for service delivery.
- Monitor supplier orders and delivery timelines, follow up on delays and identify alternative arrangements when necessary.
- Maintain organized records relating to clients, appointments, suppliers, purchases and general business activities.
- Manage client communication from initial enquiries and consultations through appointment scheduling, service delivery and post-service follow-up.
- Resolve service-related concerns through direct communication, corrective action and follow-up, supporting customer satisfaction and retention.
- Develop and execute promotional and customer-retention initiatives to support client engagement and business growth.
- Built and managed the business's TikTok presence through **150+ posts**, growing the account to **858 followers**.
- Produced **10–15 high-performing videos**, with the highest-performing content reaching **600,000+ views**.
- Achieved approximately **24,000 likes, 163 comments and 13,400 saves** on a leading social-media post.
- Monitor customer feedback and market trends to inform service offerings, promotional activities and customer experience improvements.

BUSINESS & STRATEGY PROJECT

Business Strategy & Pitch Deck Development

DEXA Business and Entrepreneurship Program (2021)

- Developed a comprehensive business plan for a **prototype business** as part of a structured entrepreneurship programme.
- Conducted market analysis and developed the business model, operational strategy and financial projections required for the business plan.
- Drafted a business proposal and investor-oriented pitch deck covering the business concept, value proposition, market opportunity, business model and growth strategy.
- Underwent several rounds of detailed tutor review, incorporating feedback and making substantial revisions to strengthen the business plan, proposal and pitch deck.
- Successfully completed the review process with the final business documents **approved by the programme tutor**.

ACADEMIC & RESEARCH PROJECT

Research Project: The Effects of topical exposure to Methyl Methacrylate (MMA) on the Lungs of adult Female Wistar Rats

Nnamdi Azikiwe University | Graduation Year: 2025

- Designed and conducted an undergraduate research project investigating the effects of topical methyl methacrylate exposure on lung tissue.
- Maintained structured records of biological observations and research data throughout the study.
- Conducted histopathological procedures involving tissue processing, staining and digital imaging for microscopic assessment.
- Reviewed and synthesized relevant scientific literature to support the research methodology, analysis and discussion.
- Prepared a comprehensive technical dissertation incorporating research findings, statistical analysis and interpretation of observed biological trends.
- Presented and defended the completed research project as part of the undergraduate degree requirements.

EDUCATION

Bachelor of Science (B.Sc.) in Anatomy

Nnamdi Azikiwe University | Graduation Year: 2025

- *Key Relevant Modules:* Gross Anatomy, Neuroanatomy, Cellular Biology, Histology, Embryology.

EARLY BUSINESS EXPERIENCE

Family Business Support — Store Operations

Glory's Fashion World | 2017–2020

- Supported day-to-day activities in a family-owned retail business during after-school periods and school holidays.
- Assisted with stock organization, inventory checks, customer interactions and general store operations.
- Supported merchandise organization and maintenance of an orderly retail environment.
- Assisted with routine administrative and operational tasks as required.

PROFESSIONAL CONFERENCE

Annual Scientific Conference Society of Clinical and Experimental Anatomists of Nigeria 2023

- Participated in professional discussions covering clinical anatomy, developmental biology and structural variations.
- Engaged with emerging approaches in tissue processing, staining and digital imaging.