

AJAYI AYOMIKUN

PROFILE

09033067476 ajayiayomikun03@gmail.com

Customer-focused Mass Communication undergraduate at the University of Lagos with hands-on experience managing customer relationships, enquiries, bookings, payments and social media communication through a personal hair business. Skilled in communicating professionally with clients, resolving concerns, maintaining customer records and creating engaging social media content. Seeking an entry-level Customer Care & Social Media Representative role where I can contribute strong communication and digital skills while developing professionally.

CORE COMPETENCIES

Customer Service • Social Media Management • Customer Communication • Complaint Resolution • Active Listening • Content Creation • Client Relationship Management • Appointment Scheduling • Microsoft Word • Basic Excel • Google Workspace • Record Keeping • Teamwork

Hair by Ayinke — Business Owner / Customer Service & Social Media Representative (2023–Present)

- Respond to customer enquiries through WhatsApp and social media platforms.
- Manage customer bookings, appointments and order enquiries.
- Maintain professional communication with clients and provide timely responses.
- Resolve customer complaints and concerns professionally.
- Create and share promotional content for products and services on social media.
- Manage customer interactions and build long-term client relationships.
- Process payments and maintain basic customer/order records.
- Promote hair products and services through social media engagement and direct customer communication.