

IHEANYICHUKWU PRECIOUS CHINEMEREM

Strategic Communication Student | AI-Assisted Digital Marketing & Content | Customer Service & Administrative Support

preciousiheanyiichukwu@gmail.com • +234 911 464 6122 • Nigeria (Open to Remote)

PROFESSIONAL SUMMARY

Strategic Communication student with hands-on experience using AI tools (ChatGPT, Microsoft Copilot) to support content research, copywriting, and digital marketing work, alongside a background in customer service, sales, and administrative support. Comfortable applying AI-assisted workflows to speed up research, content creation, and reporting. Detail-oriented, adaptable, and quick to learn new digital platforms; seeking an AI-related, digital marketing, or administrative support role to apply and grow these skills.

CORE SKILLS

AI & Digital Tools: ChatGPT, Microsoft Copilot, AI-Assisted Research, Prompt Writing, Canva, Adobe Express, Photo/Video Editing

Marketing & Communication: Digital Marketing, Social Media Management, Copywriting, Content Creation, Market & Audience Research, Lead Generation, CRM

Administrative & Operations: Virtual Assistance, Data Entry, Record Keeping, Microsoft Excel, Report Preparation, Basic Accounting, Inventory Management

Platforms: Microsoft Office Suite, Google Workspace, Zoom

Strengths: Problem Solving, Attention to Detail, Time Management, Fast Learning, Independent & Team Work

PROFESSIONAL EXPERIENCE

Customer Service Representative / SERVICOM Clerk

Mar 2026 – Sep 2026

Federal Airport Authority of Nigeria (FAAN) — Nnamdi Azikiwe International Airport | 6-Month Internship

- Assisted passengers with enquiries, directions, and general needs across the airport terminal.
- Received, documented, and processed passenger complaints regarding airlines and airport staff in line with SERVICOM service delivery standards, liaising with relevant departments to help resolve issues.
- Maintained accurate records of complaints and enquiries for reporting and follow-up.

Freelance Copywriter

2026 – Present

Mines Cosmetics and Beauty | Remote

- Create engaging copy for social media posts, advertisements, promotional materials, and digital campaigns.
- Develop persuasive marketing messages tailored to different audiences and communication objectives.
- Research topics and audiences using AI-assisted tools to improve the relevance and effectiveness of written content.
- Edit and refine written materials for clarity, grammar, tone, and audience appeal.

Freelance Virtual Assistant

Jun 2025 – Sep 2025

Adrien Enterprise | Remote

- Provided administrative assistance including scheduling, online research, data entry, and digital organization.
- Maintained accurate digital records and organized information for easy retrieval.
- Created promotional graphics and marketing materials using Canva.
- Communicated professionally while managing assigned tasks independently across time zones.

Customer Service Representative / Sales Associate

2022 – 2024

- Assisted customers with product selection, purchases, and general enquiries, building positive customer relationships.
- Processed sales transactions and handled cash accurately; supported inventory counting, stock taking, and shelf replenishment.
- Assisted with basic accounting tasks and daily sales reconciliation to support store operations.

PROJECTS & PRACTICAL EXPERIENCE

Digital Content & AI Projects

2024 – Present

- Develop digital content focused on technology, artificial intelligence, and educational topics, using AI tools for research, ideation, and scripting.
- Create visual materials using Canva and experiment with short-form, audience-focused content.

Strategic Communication & Research Projects

2025 – Present

- Conduct academic research involving communication, media, and audiences; evaluate sources and organize findings into structured reports and presentations.

EDUCATION

B.Sc. Strategic Communication Development and Media Studies

University of Abuja, Nigeria — 2024 – Present

Secondary School Education

Federal Government Girls College, Bwari — 2016 – 2021

Typing speed: 50 WPM. Strong computer and internet literacy; comfortable working remotely across time zones.