

IFEOMA ESTHER ELEDO

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PROFESSIONAL SUMMARY

A proactive and energetic Customer Support & Administrative Specialist who loves turning inquiries into smooth, organized sales and happy clients. I combine a strong eye for administrative detail with a natural ability to connect with people online. Reliable, fast at learning new tools, and exceptionally organized, I am looking to bring my positive energy and independent work ethic to a remote support or secretarial team.

PROFESSIONAL EXPERIENCE

Sales & Customer Representative | Sesi Attitude, Lagos, Nigeria

March 2022 – October 2022 & July 2023 – October 2023

- Customer Support: Welcomed and guided customers through WhatsApp Business, Instagram, and TikTok, answering their questions thoughtfully to build trust and drive consistent orders.
- Conflict Resolution: Listened carefully to customer complaints and delivery delays, resolving issues calmly to turn stressful situations into positive experiences.
- Financial Records: Oversaw daily checkout transactions and maintained meticulous administrative logs of sales data and customer details for management review.
- Inventory & Content: Conducted physical stock counts to keep inventory organized while filming and producing digital media assets to update the online storefront.

Digital Branding Specialist | Freelance, Lagos, Nigeria

April 2026 – Present

- Administrative Design: Developed custom logos and marketing taglines for emerging lifestyle brands, aligning creative content with client operational goals.
- Media Management: Designed and scheduled high-quality visual content calendars across social feeds to systematically build brand visibility.

CORE SKILLS

- Administrative Operations: Data entry, digital record keeping, meeting coordination, file organization, professional report writing.
- Customer Relations: Inbound inquiry handling, conflict resolution, client retention strategies, post-sale follow-ups.
- Digital Productivity Suites: Google Workspace (Google Docs, Google Sheets, Drive), Microsoft Office (Excel, Word, Outlook).
- Communication & Media: WhatsApp Business, Instagram, TikTok, client-facing correspondence.

EDUCATION

B.Sc. in Microbiology (Current Student) | University of Lagos, Nigeria

2021 – 2026

Senior Secondary School Certificate (SSCE) | Federal Government College, Ijanikin, Lagos

2013 – 2019