

SANNI ENIOLA

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GRADUATE TRAINEE | ENGLISH GRADUATE | ENTRY-LEVEL PROFESSIONAL

PROFESSIONAL SUMMARY

Resourceful and detail-oriented graduate of English with experience in client support, teaching, and content editing. Skilled in customer service, administrative support, and written communication, with proven ability to manage client relations, deliver engaging lessons, and produce accurate, high-quality content. Adept at multitasking, meeting deadlines, and contributing to organizational growth.

CORE SKILLS

Software Proficiency: Microsoft Office| Google Workspace| Zoom| Canva| WhatsApp for Business| Data Entry| Documentation| Content Editing| Proofreading

Soft Skills: Strong Analytical and Critical Thinking | Excellent Communication and Interpersonal Skills | Time Management and Organizational Skills | Leadership and Team Collaboration | Problem-Solving and Decision-Making | Organizational and Multitasking Abilities| Customer Service| Email and Calendar Management| Task Prioritization
| Media coverage and documentation

WORK EXPERIENCE

Client Support Executive
Rosabon Financial Services, Lagos

2025 - Present

- Serve as the first point of contact for client inquiries across phone, email, and live chat.
- Provided solutions to over 50+ client requests weekly, maintaining a customer satisfaction rate above 90%.
- Supported account opening, loan application processing, and financial product inquiries.
- Ensured accurate data entry into CRM systems and generated regular client service reports.
- Collaborated with finance and operations teams to resolve complex issues in a timely manner.
- Trained new hires on customer support procedures and best practices

Classroom Teacher
Gloryfield International School, Ibadan

2023 - 2024

- Designed and delivered engaging English lessons in grammar, composition, and comprehension for 30+ students.
- Improved students' writing and comprehension skills through targeted assignments and interactive sessions.
- Organized extracurricular literary activities, debates, and spelling competitions to boost student confidence.
- Conducted student assessments, provided constructive feedback, and tracked academic progress.
- Collaborated with fellow teachers to align lesson plans with WAEC curriculum requirements.

Editor
Twincycler, Lagos

2022 - 2023

- Edited and proofread 100+ articles, newsletters, and blog posts to ensure clarity, accuracy, and engagement.
- Conducted in-depth research to support high-quality and fact-based content creation.
- Developed social media content strategies, increasing engagement by 25% within three months.
- Coordinated with writers and designers to meet publishing deadlines consistently.
- Standardized style and tone guidelines to maintain brand consistency across platforms

Volunteer Executive
LMO Volunteer Academy, Lagos

2022 – 2022

- Supported community outreach and educational programs.
- Provided administrative assistance and logistics coordination during training sessions

EDUCATION HISTORY

- 2024 University of Lagos – Bachelor of Arts, English (Oct 2023)
- Relevant Coursework: Critical Reading, English Grammar & Usage, Academic & Technical Writing, Book Publishing
- Final Year Project: *Mysticism in Literature – A Study of Magical Realism and Femininity in African Speculative Fiction*

PROJECTS /ACHIEVEMENTS / AWARDS

- Research Project on “*Mysticism in Literature: A Study of Magical Realism and Femininity in Umari Ayim’s Guardian of the Fall and Nnedi Okorafor’s*” (What Sunny Saw in the Flames) - July 2023
- Conducted in-depth literary analysis of two African speculative fiction texts, using magical realism and femininity as theoretical frameworks - July 2023
- Explored themes of mysticism, female agency, and cultural identity through a postcolonial and feminist lens - July 2023
- Demonstrated critical engagement with African literature, gender theory, and genre blending in contemporary narratives - July 2023
- Produced a well-researched final dissertation/paper showcasing academic writing, interpretation, and original thought

REFERENCE

AVAILABLE ON REQUEST