

TREASURE OGOCHUKWU KAMBIA

Communications Specialist | Brand & Content Strategist | Stakeholder Engagement

Lagos, Nigeria | +234 916 108 3379 | ogochukwukambia@gmail.com

PROFESSIONAL SUMMARY

Results-driven Communications Specialist with over 4 years of experience delivering strategic communications, content creation, and stakeholder engagement across digital and traditional platforms. Proven ability to manage multi-channel communication strategies including social media, email marketing, internal communications, and executive correspondence. Skilled at translating complex information into clear, compelling messaging that resonates with diverse audiences. Track record of improving customer engagement, strengthening brand voice, and supporting business objectives through high-quality written and verbal communication. Adept at working independently and collaboratively in fast-paced, cross-functional environments.

CORE SKILLS & COMPETENCIES

Strategic Communications | Content Creation & Copywriting | Brand Messaging & Voice | Social Media Management | Stakeholder Engagement | Internal Communications | Public Relations Support | Email Marketing | Crisis Communications | Customer Relationship Management (CRM) | Digital Channel Strategy | Editorial Planning & Coordination | Executive Correspondence | Complaint Resolution | Report Writing | Administrative Communications

PROFESSIONAL EXPERIENCE

Communications & Customer Experience Executive

Dugo Limited — Lagos, Nigeria | January 2024 – Present

- Develop and execute multi-channel communication strategies across Instagram, WhatsApp, and email, maintaining consistent brand voice and tone across all customer touchpoints
- Create engaging customer-facing content including product updates, promotional messages, and campaign copy, contributing to increased audience engagement and repeat purchases
- Design and implement communication response frameworks that reduced average complaint resolution time and significantly improved customer satisfaction rates
- Coordinate internal communications between operations, sales, and customer service teams, ensuring alignment on product information, policies, and campaign messaging
- Manage CRM records and interaction logs, leveraging data insights to identify communication gaps and refine audience engagement strategies
- Support content scheduling and editorial calendar management, ensuring timely and relevant communication delivery aligned with business priorities
- Assist with social media community management, responding to inquiries and building brand loyalty through consistent, personalised communication

Communications & Administrative Coordinator

Cica Chemical Ltd — Lagos, Nigeria | March 2023 – December 2023

- Served as the primary communications interface between the organisation and its clients, managing all inbound and outbound correspondence with professionalism and accuracy
- Drafted, proofread, and distributed official communications including letters, memos, reports, and executive briefs, maintaining a high standard of written quality
- Coordinated executive scheduling and high-level meetings, preparing communication materials such as agendas, meeting minutes, and follow-up correspondence
- Maintained structured document management systems using Microsoft Office Suite, improving information accessibility and organisational efficiency
- Supported internal onboarding communications, producing written guides and materials that reduced staff orientation time and improved knowledge transfer

- Managed multi-line telephone communications and email inbox, ensuring prompt and professional responses to all stakeholder inquiries

Virtual Communications Assistant (Remote)

Effort Osayogie Consulting | January 2024 – June 2024

- Delivered high-quality written communications across digital channels, handling client inquiries, complaint escalations, and stakeholder correspondence in a fully remote environment
- Produced customer-facing communication materials including newsletters, announcement updates, and follow-up correspondence, ensuring messaging clarity and brand alignment
- Coordinated and facilitated virtual meetings and webinars, preparing pre-session briefs, detailed agendas, and post-session summaries for distribution to stakeholders
- Maintained rigorous communication tracking systems, ensuring all client inquiries and deliverables were actioned within agreed service-level timelines
- Collaborated remotely with cross-functional teams, demonstrating strong digital communication skills and the ability to manage complex workloads with minimal supervision

Front Desk Communications & Administrative Intern

Kiek Foundation — Nigeria | 2019 – 2022

- Represented the organisation as the first point of contact, managing all inbound communications via phone, email, and in-person interactions with professionalism and warmth
- Supported event communications and logistics coordination, preparing client-facing materials and ensuring seamless communication before, during, and after events
- Drafted institutional correspondence including official letters, internal reports, and administrative documents with accuracy and attention to formatting standards
- Managed appointment scheduling and coordinated communication between the foundation's management team and external stakeholders

EDUCATION

Bachelor of Arts (B.A.) in Philosophy

University of Benin, Benin City, Edo State | Graduated: 2024

Classification: Second Class Upper Division (2:1)

Relevant Disciplines: Critical Thinking, Rhetoric & Argumentation, Analytical Writing, Research Methodology, Ethics and Applied Logic

TECHNICAL SKILLS

Productivity Tools: Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Google Docs, Google Sheets, Gmail, Google Drive

Communication Platforms: WhatsApp Business, Instagram, Facebook, Email Marketing

Design & Content Tools: Canva, CapCut

CRM & Admin: Customer Relationship Management (CRM) systems, data entry, records management

LANGUAGES

English — Full Professional Proficiency (Written and Spoken)

ADDITIONAL INFORMATION

- Exceptionally detail-oriented with a strong command of written English and professional correspondence standards
- Demonstrated ability to adapt communication tone and style across B2B and B2C audiences
- Highly organised with strong time management skills and the ability to manage multiple priorities simultaneously

- Proactive, collaborative, and committed to delivering communication that informs, engages, and builds lasting relationships
- Available for immediate engagement; open to hybrid and remote communications roles