

IKENNA .M. NWAFOR

CSP/ Marketing Executive

CONTACT

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EDUCATION

IN REVIEW
UNIVERSITY OF LAGOS

- Bachelors of Science

UNIVERSAL WHITEHALL SCHOOL

- Secondary School Certificate

SKILLS

- Customer Relations Management
- Digital Marketing
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Content creation

LANGUAGES

- English: Fluent

CERTIFICATIONS

DIGITAL MARKETING

- Udemy (Paid Course)

PAID ADVERTISING

- Udemy (Paid Course)

SMARTPHONE CINEMATOGRAPHY

- Udemy (Paid Course)

IPHONE FILM MAKING

- Udemy (Paid Course)

VIDEO EDITING COURSE

- Udemy (Paid Course)

PROFILE SUMMARY

Experienced and organized professional with 3+ years experience across customer service, marketing and administrative support. Known for problem solving, structure, and a proven track record in getting results. I lead with integrity, faith and purpose.

While my formal degree remains in progress due to earlier financial constraint I stive to remain focus in my personal development, building wherever i'm planted and committed to growth in every role I take on.

WORK EXPERIENCE

SE GOURMET

AUG 2024 - PRESENT

Customer Service Lead/Content Creator

- Supervised a team of customer service representatives, providing guidance, training and performance feedback.
- Addressed customers concerns and complains with empathy, troubleshooting issues to reach satisfactory solutions.
- Oversaw content development, Email and SMS marketing.
- Logistics, inventory management, and quality control

GVL LIGHTINGS AND INTERIOR

SEPT 2023-JUNE 2024

Sales and Marketing Executive

- Actively identified sales opportunitites and upsold additional products to maximize revenue.
- Oversaw the creation of engaging content for various platforms, collaborating with other marketing team members to ensure brand consistency and relevance.
- Engaged in several marketing activities such as Telemarketing and Events for lead generation.
- Developed successful digital campaigns across the Company's social media platforms such as Facebook, Instagram and Tiktok

LuxeInteriorbydemi

JUNE 2022-APR 2024

Store Operations Manager

- Oversaw day to day business and retail operations.
- Supervising members of staff to ensure that business operations run smoothly.
- Providing In-house customer service and product advisory to meet customer needs and satisfaction.
- Handled the brands Inventory management and oversaw inboud and outbound product quality control.