

KATE UMUKORO-EDEGE

Customer Experience Strategist |
Sales & Business Growth Executive



CONTACT

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REFERENCE

Dr. Ovie Edomi
Ikeja, Lagos State, Nigeria

Mr. Michael Melege
Benin City, Edo State, Nigeria



SKILLS

- Strategic Communication & Creative Writing
- Customer Relationship Management (CRM)
- Stakeholder Management
- Conflict Management & Negotiation
- Leadership & Team Management
- Digital Marketing & Advertising



PROFESSIONAL PROFILE

Customer Experience Strategist and Sales & Business Growth Executive skilled in customer relationship management, business development, sales strategy, stakeholder engagement, and delivering exceptional customer experiences that drive business growth.



WORK EXPERIENCE

- **Customer Experience Strategist | Sales & Business Growth Executive**
Cedarland Global Services, Benin City, Edo State
2023 – Present
 - Develop and execute customer experience, communication, sales and business strategies aligned with organizational goals.
 - Create publications, campaigns and programmes that enhance business visibility and support growth.
 - Develop strategic communication initiatives and content for clients and organizational projects.
 - Support customer experience and relationship management initiatives.
 - Facilitate customer experience and customer service training.
- **Business Growth & Project Consultant**
Pick a Child Africa NGO (PACA), Edo State, Nigeria
2024 – Present
 - Develop and execute projects aligned with organizational goals.
 - Support project planning, coordination and implementation.
 - Develop communication and engagement strategies for programmes.
 - Contribute to stakeholder engagement and organizational visibility.
 - Serve as an Adult Literacy Educator, supporting learning and educational development initiatives.
- **Staff Writer & Business Development Executive**
Insider Magazine, Lagos State
2010 – 2014
 - Developed business, maritime and aviation reports for publication.
 - Researched and produced editorial and industry-focused content.
 - Developed and executed projects aligned with the magazine's objectives.
 - Contributed to business development and publication planning.
- **Staff Writer & Business Growth Executive | Consultant**
South-South International Magazine, Lagos State
2006 – 2010 | Consultant – Present
 - Developed and executed sponsorship strategies.
 - Researched and developed maritime and tourism reports for publication.
 - Produced editorial and business content.
 - Supported business development and publication activities.
 - Provide consultancy support to the organization.
- **National Youth Service Corps (NYSC)**
Port Harcourt, Rivers State
2005 – 2006
 - Researched and developed learning materials in relevant subject areas.



EDUCATION

- **Master of Arts (MA), International Studies & Diplomacy**
University of Benin, Edo State, Nigeria In Progress
- **Bachelor of Arts (BA), International Studies & Diplomacy**
Ambrose Alli University, Ekpoma, Edo State, Nigeria
- **Diploma Certificate – Community Development**
University of Benin (CCDE), Edo State, Nigeria
- **Diploma Certificate – Journalism**
Alison Academy
- **Diploma Certificate – Customer Service**
Alison Academy
- **Diploma Certificate – Sales Management**
Alison Academy
- **Diploma Certificate – Business Process Management**
Alison Academy
- **Diploma Certificate – Educational Psychology**
Alison Academy



PROFESSIONAL PROFILE

Founder/Publisher – AgriTimes Global Magazine
Chartered Customer Experience Consultant "CCEC" (on going)