

Louis Ene Stephen

Customer Success Associate

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Professional Summary

Proven skills in increasing customer engagement and business visibility in online searches through successful SEO approaches and social media practices. Experienced in research, content writing, report and editing. Excellent reputation for resolving problems and improving customer satisfaction. Actively seeking new opportunities in growth-oriented organizations.

Skills

Microsoft Office Skill	●●●●●
	Excellent
Teamwork and Time Management Skill	●●●●●
	Excellent
Gender analysis and mainstreaming.	●●●●●
	Good
English Language teaching, editing and proofreading skill.	●●●●●
	Excellent
Health Safety and Environmental (HSE)	●●●●●
	Good
Social media proficiency	●●●●●
	Excellent
Copywriting	●●●●●
	Very Good
SEO Content Writing	●●●●●
	Very Good

Work History

2020-11 - 2021-03 PR and Social Media Manager

Rizzuleneration Global Media, Sandton, South Africa

- Served as public relation officer for Rizzuleneration Music and successfully managed five artists including their social media channels.
- Organized events such as media interviews and photo shoots for artistes.

- Developed strategic marketing campaigns to target new demographic segmentations.
- Developed marketing content such as blogs, promotional materials and advertisements for Rizzulation music channel and other branded online destinations.
- Improved page content, keyword relevancy, and branding to achieve search engine optimization goals by 70%.
- Drove digital and enterprise collaboration across functional teams, focusing on delivery and continuous process improvement.
- Curated and segmented editorial content to increase engagement and channel growth.
- Set clearly defined goals to drive major business initiatives, including increased customer retention, sales, online presence, brand awareness and website or social media traffic.
- Utilized techniques such as cold calling, networking and prospecting to develop new leads.
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Ayola Business Venture, , Ibadan., Oyo

- Handled daily operations in the computer lab, ensuring levels of productivity and progression.
- Offered general consultations to an average of 20-40 customers and intern students in the cafe.
- Ensured that computer lab equipment's were been properly cared for by users.
- Maintained inventory of supplies, placed orders and records of maintenance activities.
- Kept proper daily record of operations and account reports after sales.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
- Collected customer feedback and made process changes to exceed customer satisfaction goals by 90%.

2014-07 - 2014-12

Cybercafé Attendant

Impute Concept and Services, Abesan Estate, Ipaja, Lagos

- Assisted customers with questions regarding computer software, and other computational operations.
- Provided customers with services rendered by the café.
- Kept accurate records of offices logs and inventories.
- Forged and maintained professional relation with customers.
- Worked flexible hours; night, weekend, and holiday shifts.
- Used Microsoft Office and other software tools to create documents and other communication materials.
- Maintained excellent attendance record, consistently arriving to work on time.
- Removed safety hazards, soiled items and trash from customer areas.

Education

2015-01 - 2019-01

B A: English

University of Ibadan - Ibadan

- Member of Pen Club Society
- Elected to Assistant Editor-in-Chief of Pen Club Society in 2018.
- Awarded 2018 Nigerian Women Association of Georgia (NWAG) Scholarship for Benue State.

2007-01 - 2013-01

Abesan Senior High School – Ipaja, Lagos

Certifications

HSE, PEARSON VIJE - Feb-Apr 2020
NYSC June 2019-May 2020