

REMILEKUN OLADOKUN

Digital Media Specialist || Social Media Manager || Content Creator

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Lagos, Nigeria

Objective

As a creative and result-oriented media professional, certified in Mass Communication & having held roles in news production, news writing, customer service, and a variety of media-related side jobs, I am looking to work in an environment which encourages me to succeed and grow professionally, where I can utilize my skills and knowledge appropriately while contributing to the growth of the organization.

Work Experience

Cashbuddy, Lagos Nigeria

Customer Service Representative (May 2023 - December 2023)

- Provided exemplary customer service to B2C fintech customers, addressing inquiries and resolving issues with a focus on enhancing customer satisfaction.
- Applied CRM principles to build and maintain positive customer relationships, contributing to a 20% increase in customer retention.

Social Media Manager & Content Creator (December 2022 - May 2023)

- Managed social media accounts, fostering positive interactions and maintaining brand consistency across platforms.

Channels Television, Lagos Nigeria

News Producer Intern (October 2021 - December 2021)

- Gained hands-on experience in news production, including scriptwriting, video editing, and live broadcasting.
- Collaborated with a team of journalists and producers, created rundown sheets and supervised the news production in the Master control room.

The Nations Newspaper, Lagos Nigeria

News Writer Intern (December 2020 - January 2021)

- Authored engaging entertainment news articles, transcribed news content, engaged in writing and publishing reviews of content in the entertainment field.

Education

Anchor University, Lagos

Bachelor's Degree, Mass Communication & Mass Studies (February 2019 - August 2022)

Zinaria International School, Abuja

Senior School Certificate Examination, SSCE (2018)

Skills

Social Media, Digital Media Strategy, Scriptwriting, Brand Journalism, Voice overs, Multimedia Production, Blogging, Content Creation, Customer Relationship Management, Microsoft Office Suite.

References

Available upon request.