

# JOE COMFORT IME

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53 Herbert Macaulay, Amadi Flats, Old GRA, Port Harcourt, Rivers State.

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## COMPUTER SCIENTIST

A highly motivated first-class Computer Science graduate with a keen interest in customer satisfaction, analysis, technology and business, and a passion for networking. I aim to provide dynamic client focused services, tailored to suit the goals and objectives of my organization while consistently working to the highest professional standards.

Additionally, an effective team player with excellent communication and organizational skills combined with a desire to succeed.

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## KEY COMPETENCIES

- Graphics Design
  - Microsoft Office
  - Client relationships
  - Multitasking and Time Management
  - CRM tools
  - Digital Marketing
  - Team leadership
  - Communication
  - Strong Organizational Skills
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## PROFESSIONAL EXPERIENCE

### Bookworm Educational Services | Guru, Abuja

April 2023 - Present

#### Content Creator

- Create engaging and shareable content for various platforms, including written, visual, and multimedia assets, to drive audience interaction and brand loyalty
- Create and managed content calendars, including compelling written and visual content, to ensure consistent brand messaging and drive user engagement.
- Conduct keyword research and employ SEO best practices to optimize content
- Analyze web traffic to measure the success of the content (e.g. conversion and bounce rates)
- Utilize various digital publishing platforms to create structured drafts.
- Edit and proofread written pieces before publication.
- Promote content on social networks and monitor engagement (e.g. comments and shares)
- Identify customers' needs and recommend new topics
- Coordinate with marketing and design teams to illustrate articles
- Measure web traffic to content (e.g. conversion and bounce rates)

### Port Harcourt Electricity Distribution Company | Port Harcourt, Rivers State

June 2023 - May 2023

#### Data Analyst Assistant (NYSC)

- Occasionally assisted in the creation of accounts/generation of security deposit invoice for new customers.
- Helped in providing data support for business strategy and other commercial functions from Power BI, DLEnhance, etc.
- Aided the regional MIS/Resources Personnel with the Daily and Monthly Regional/Feeder/DTRE/Product performance analyses.
- Helped in sorting customer bills for easy dispatching
- Assisted in creating daily, weekly and monthly collection report for the company using tools like Microsoft Excel, etc
- Aided in interpreting data, analyzing results using statistical techniques and provided ongoing reports
- Developed and implemented databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality

**Yene Technology Limited | Uyo, Akwa Ibom**

**Feb 2022- May 2023**

**Social Media Manager**

- Developed and implemented comprehensive social media strategies across various platforms.
- Collaborated closely with cross-functional teams to align social media efforts with marketing, PR, and sales objectives.
- Monitored industry trends, competitor activities, and emerging social media platforms to identify opportunities for innovation and audience expansion.
- Analyzed user engagement (e.g. click-through and bounce rates) and report web traffic.
- Built SEO strategies by implementing keyword priorities into content marketing projects
- Responded to all customer queries and comments across platforms.
- Advised other employees on their social media activity (e.g., how and what to share on personal or company pages, as well as how to respond to queries or comments from customers or clients).

**Yene Technology Limited | Uyo, Akwa Ibom**

**June 2021- Jan 2022**

**Client Relations Manager**

- Provided top-notch customer service to a diverse clientele, ensuring a positive experience at all touchpoints.
- Actively participated in team meetings and training sessions to stay updated on product knowledge and customer care best practices.
- Collaborated with cross-functional teams to resolve complex issues and ensure efficient resolution.
- Maintained accurate customer records and update information in the CRM system.
- Provided customers updated on the latest products to increase sales.
- Created a knowledge base (FAQs) to help customers understand the product better.
- Utilized Microsoft office to compose, prepare, and edit correspondence and department documents.
- Complied data to prepare reports or process requests.
- Prepared a variety of correspondence and reports for department and personal

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## EDUCATION

**Ritman University | Ikot Ekpene, Akwa Ibom**

Bachelor of Science in Computer Science

Completed in 2021

**Ritman College | Ikot Ekpene, Akwa Ibom**

SSCE: WAEC & NECO

Completed in 2016

**HOLY CHILD NURSERY/PRIMARY SCHOOL | Ikot Ekpene, Akwa Ibom**

First School Leaving Certificate (FSLC)

Completed in 2010

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## CERTIFICATONS

- **Certificate in Customer Relationship**
- **Certificate in Social Media marketing**

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## REFERENCES

Available upon request.

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