

Esther O. Esalomi

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Lagos, Nigeira

Career Objectives

Having graduated with a BSc in psychology from Lead City University, a prestigious university in Nigeria, I am passionate about counseling, and providing support. I am a highly capable leader seeking a position to not only leverage competences and hard skills but also improve in an environment that provides career progressive opportunities. I am a Highly motivated worker with experience in a fast-paced retail environment and a proven track record of customer satisfaction.

Education

BSc. Psychology

2019

Lead City University, Ibadan

Work Experience

Sales Executive

Jan, 2023- Aug, 2023

Okhma Global Limited

- Implemented innovative approaches to increase sales volume and market share.
- Updated information in customer accounts and maintained CRM databases.
- Leveraged social media platforms such as Twitter, LinkedIn, Instagram and Facebook for lead generation activities.
- Established contacts with potential customers by attending networking events and seminars.

Customer Service Officer

Apr, 2022- Jan, 2023

Davo Dani Micro Finance Bank Limited

- Developed strong interpersonal skills through face-to-face interactions with customers.
- Maintained a high level of professionalism when dealing with difficult customers.
- Performed data entry duties accurately and efficiently using computer systems.
- Gave accurate and appropriate information to answer questions, troubleshoot issues and resolve complaints.
- Created detailed reports outlining customer feedback trends over time.
- Displayed strong organizational skills while managing multiple projects simultaneously.
- Skilled in using various software applications and programs including Microsoft Office and Adobe Creative Suite.

Social media account manager

March 2022- August 2022

J4r Furnitures

- Conducted competitive analysis of other companies' social presence in order to stay ahead of the curve.
- Optimized existing content for SEO purposes through keyword research and metadata updates.
- Promoted products and services through paid advertisements on several networks.
- Published content that aligned with brand to build connections and encourage positive action.
- Analyzed data from various social media platforms to identify trends and insights to inform future campaigns.
- Responded quickly to meet customer needs and resolved problems.

Social media account manager

March 2021- August 2021

Bluerose Consulting

- Planned and executed social media vision, driving brand discovery and customer engagement.
- Used analytics tools like Google Analytics or Hootsuite Insights to track progress of campaigns.
- Developed social media strategy by measuring and reporting on key metrics.
- Developed and maintained company's corporate image and identity.
- Developed and implemented a comprehensive social media strategy to increase brand awareness and engagement.

**Business Development Officer
2021-March 2022**

August

Accelerex Network Limited, Lagos

- Provided product information to customers and aligned products with customer needs to boost satisfaction.
- Followed up with customers after sales to gain feedback.
- Arranged in-person meetings and visited with clients to improve success of sales pitches.
- Created and maintained effective relationships with clients, suppliers, stakeholders, and other external parties.
- Maintained accurate records of all client interactions and transactions.
- Entered customer transaction information into company databases.

***Intern (NYSC), Business Developer
2020-October 2020***

January

Arowolo Group of Companies, Lagos

- Provided support with business pursuits-proposal and pitch development

- Worked directly with company developer, assisting with records keeping
- Developed excellent interpersonal skills with a demonstrated ability to work in a team-oriented environment.
- Participated in client meetings and team discussions and offered feedback.
- Edited, proofread, and wrote documents for different uses.
- Gained experience, exposure, and knowledge of career-specific procedures and systems.
- Created or maintained database of customer accounts.
- Gained practical experience with relevant software and technology.

***Trainee, Clinical psychologist
2017-July 2017***

May

Reddington Hospital, Lagos

- Provided patients with evaluations including history and mental examinations
- Developed excellent communication skills relevant to maintaining personal
- Suggested and consulted with senior psychologist new methods of treatment.
- Attended company meetings to learn work strategies and corporate procedures.
- Created detailed reports summarizing customer feedback collected during surveys or interviews.

***Receptionist (Intern)
March 2015-June 2015***

Doyin Investment Company, Lagos

- Improved public speaking skills through constant communication with clients
- Participated in ongoing training to enhance own job skills and knowledge.
- Provided efficient and courteous service to customers at all times.
- Ensured reception area was clean at all times and stocked with necessary supplies.

- Greeted persons entering establishment, determined nature, and purpose of visit and direct and escort them to specific destinations.

Skills

Hard Skills

Intermediate, Microsoft office suite

Search Engine Optimization (SEO)

Social Media

Content Creation

Product Management

Research

Marketing

Copywriting

Computer Software Knowledge

Arts and graphics

Soft Skills

Interpersonal skills

Creativity

Team Work

Customer Service

Fast Learner

Adaptability

Decision Making

Work Ethic

Public Speaking

Time management

Active listening

Report writing

Organization

Adaptability

Attention to Detail

Work Ethic

Communication

Problem solving

Volunteers

Counseled High school students at Covenant University secondary school on life difficulties and essential skills to succeed in various careers.

Worked with FCMB bank during an event in my school to spread awareness and promote their services.

Languages:

English

Achievements:

Published books on Wattpad

Interests

Content creation, Reading, Content writing, Fashion, Social Media, Public speaking and Politics.

Referees

Available on request.