

Charity Francis

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Summary

- A self-motivated and detail-oriented go-getter with practical knowledge of cold calling, and sales conversions.
- Excellent time management skills, resourceful, an excellent writer and an effective communicator.
- Always ready to learn and improve on already existing skill sets.

Education

ALX Africa, Sept 2022 - present

Virtual Assistant

- **Key Skills:** Research and data entry, Google workspace, project management, travel booking, and scheduling.

Udemy Copywriting Masterclass, 2020

Copywriter/Content Writer

University of Nigeria, Nsukka, 2015-2021

Food Science and Technology

Work Experience

ALX Africa

March – June 2023

Outbound Call Agent

- Reached out via call to over 50 applicants.
- Sorted out issues and answered any queries asked.
- Convinced over 30 more applicants to join the program and educated them on the benefits for them.

ShopMed Nigeria

Nov 2020 – Mar 2021, remote

Social Media Manager

- Planned and Created a content strategy for the brand that increased engagement by 15 % in 2 months.
- Researched industry trends and created a content calendar around it, with schedules for posting.
- Organized social media campaigns for improved sales by 11.5 %.

Volunteer Activities

Brand Strategist and Consultant, Mima Merchants. November 2022- present.

Created brand image and produced a content strategy to create awareness for this new delivery brand.

Virtual Assistant, Forza Projects Limited. November 2022.

- Entered and evaluated data from customer feedback and vendors score form in an excel sheet for further analysis.
- Revamped CV and Resume for the sales engineer.

Virtual Assistant, NiExchange. November 2022.

Carried out research and data entry for the company's CEO.

Skills

- Research and data entry
- Calm and precise
- effective communication
- time management skills
- Detail oriented
- Content Writing