

Precious Chukwu

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| Lagos State, Nigeria

PROFESSIONAL SUMMARY

As a dedicated and efficient Executive/Virtual Assistant and Customer Care Specialist with over 3 years experience, I excel in providing exceptional support and ensuring customer satisfaction. With a keen eye for detail and a passion for delivering top-notch service, I am adept at managing administrative tasks, handling inquiries, and resolving issues promptly and professionally. My proactive approach, combined with strong communication skills, enables me to create positive experiences for clients and contribute to the overall success of the team.

SKILLS

- **Content Creation & Curation** – Writing engaging posts, designing graphics, and creating videos.
- **Administrative & Organizational Skills** - Calendar and schedule management, Travel arrangements and itinerary planning and Document preparation and proofreading
- **Technical & Digital Tools** - Proficiency in Microsoft Office (Word, Excel, PowerPoint) and Google Workspace, Task management tools (Trello, Asana, ClickUp) CRM software (HubSpot, Salesforce, Zoho). Basic website management (WordPress, Wix). Cloud storage management (Google Drive, Dropbox)
- **Communication Skills** - Strong written and verbal communication, Corporate and professional email etiquette, Customer service and client relations and Report writing and presentation skills
- **Platform Expertise** – Understanding the algorithms, best practices, and trends on Instagram, Facebook, Twitter, LinkedIn, TikTok, etc.
- **Community Engagement** – Responding to comments, DMs, and engaging with the audience to build relationships.
- **Scheduling & Automation** – Using tools like Hootsuite, Buffer, or Meta Business Suite to schedule posts efficiently.
- **Analytics & Reporting** – Tracking performance metrics (engagement, reach, conversions) and adjusting strategies accordingly.
- **Email Marketing** – Running email campaigns with tools like Mailchimp or HubSpot.
- **SEO & SEM** – Understanding search engine optimization and paid search advertising (Google Ads).

EDUCATION

Imo State University

Owerri, Imo State

Bachelor of Arts in English and Literary Studies

WORK EXPERIENCE

Homebase Mortgage— *Social media manager/ online Customer Assistant*

December 2023 - May 2025

- Social media manager.
- Content creation.
- Online customer care support.
- Research: Conducting internet research on various topics as per the employer's requirements.
- Online brand manager

CEO - Zaravel media — *Executive/Virtual Assistant*
November 2023

April 2022 -

- Managed emails: Sorting, responding, and organizing emails.
- Arranging meetings, appointments, and managing calendars.
- Data entry: Inputting, updating, and maintaining databases.
- Research: Conducting internet research on various topics as per the employer's requirements.
- Administrative tasks: Handling administrative duties such as filing, document preparation, and organization.
- Customer support: Providing assistance and support to clients and customers via email, social media and phone.
- Travel arrangements: Making travel arrangements including booking flights, hotels

Sentit Technologies — *Virtual Assistant*

May 2021 – September 2023

- Set, plan, and implement social media and communication campaigns and strategies
- Provide engaging text, image, and video content for all social media and professional accounts

- Enhancing sales process
- Respond to customers promptly
- Monitor, track, and report on feedback and online reviews
- Organize and manage events to boost brand awareness
- Coordinate with Marketing, PR, and Communications teams
- Liaise with Development and Sales departments
- Respond to customers promptly
- Build relationships with customers, industry professionals, and journalists
- Stay up-to-date with digital technology trends

Social Media Manager/Coordinator
Funtimes Magazine

June 2021— Dec 2021
Philadelphia, Nigeria

- Engaged with the audience to foster an inclusive and interactive online community.
- Maintained the brand's voice, ensuring culturally sensitive and authentic messaging.
- Analysed social media metrics to refine the content strategy.
- Managed social media campaigns, promoting magazine and community initiatives.

COURSES AND CERTIFICATIONS

- **Cybersafe Foundation**| *DigiGirls Digital Marketing Certification* September 2023 — Present
- **ALX**| *Virtual Assistant* September 2024 — Present
- **Future Learn**| *Digital Marketing Certification* February 2020 — Present
- **Asana**/ Work Management March 2025 -Present
- **Standards and Best Practice ISO 27001:** Information Security Management Systems Certified April 2025 - Present

VOLUNTEERING

Veronica Onyeneke Foundation- *Social Media Manager*

Nov 2024 — Present

- Developed a comprehensive content strategy to engage the community.
- Managed multiple social media platforms, maintaining consistent brand voice.
- Created content, Managed social media campaigns and fostered community growth.