

# ATOLAGBE ANTOINETTE A.

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## PROFILE SUMMARY

As a professional communications officer with background in content writing, customer relations. Marketing, social media management and News Media, it is my objective is to bring success to the company by building beneficial links through effective internal and external communications. Prior experience in organizational leadership lends strong leadership abilities to qualifications. Exemplary professional expertise and superior communication skills in both written and spoken forms with a purpose of growth, knowledge and creativity, in order to achieve organization goals.

## AREAS OF EXPERTISE

- Excellent communication and customer relations skills
- Teamwork and Collaboration
- Establishing and Maintaining Relationships
- Planning and Organization

## PROFESSIONAL EXPERIENCE

### OPAY(PAYCOM)

Customer relations officer August 2018 till Date

- Observation and resolution of incoming instant customer complaints.
- Pin reset and blocked account resolution.
- Follow up with third party service providers.

### WEDDING DIGEST NIGERIA

Social media manager/Content writer April 2018 till June 2018

- Managed the social media page, creating and posting content for audience.
- Produced well researched content for blog publication .
- Researched industry-related topics..

### MEGANET MOBILE LIMITED

Customer service (NYSC) Jan 2017 till September 2017

- Introduced clients to new products and services. .
- Notified clients of discounts, events and campaigns going on.
- Follow up with existing customer.

### DAAR COMMUNICATION

On air personality/Reporter (Internship) July 2015 till September 2015

- Production and hosting of radio programs.
- Collect, write, and deliver news stories.
- Video and audio editing using software such as Adobe audition.

#### **UNILORIN FM**

**On air personality (Internship) July 2014 till September 2014**

- Hosting of radio programs.
- Reported and delivered news stories.
- Scheduling and production of programs for guest presenters.

#### **EDUCATION**

- *Bachelor of science degree in Mass Communication*      **Bowen University (2:1) 2016**
- *Senior School Leaving Certificate*      **Eucharistic Heart of Jesus Model College 2012**

#### **MEMBERSHIP, TRAINING & CERTIFICATION**

- Google digital skills (Fundamentals of Digital Marketing) .
- National youth service corps (NYSC).
- Global Employability Training.
- Emergency Management Vanguard(National Emergency Management Agency).

#### **REFEREE**

**Available on request.**