

Oladiji Micah

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EXPERIENCE

HoRLaR IT SOLUTIONS, FEDERAL CAPITAL TERRITORY, ABUJA. — Audio-Visual Intern.

JAN 2017-JUNE 2017

- Create and develop multimedia (audio/video) content for customer stories, internal company announcement videos, external promotional social videos, product marketing videos, recruiting videos, corporate training and other enterprise-wide projects
- Script, storyboard, budget, allocate resources, set deadlines and select optimal forms of media for projects
- Collaborate closely with internal clients and stakeholders to help facilitate the creation of multimedia content
- Develop production schedules
- Record and edit video and sound projects
- Manage video library
- Evaluate analytics

KANO STATE WATER BOARD, CHALLAWA — Chemical Analyst and Water Quality Control Officer (NYSC)

NOVEMBER 2015 - OCTOBER 2016

- Ensured the safe and optimum working of the water plant.
- Overall maintenance and oversight of the Challawa Water Plant.
- Served as a water quality control analyst making sure the quality of water transported to the end users is up to the prescribed standard
- Served as tour guide for schools on excursion
- Provided support for the Head of Quality Assurance in the analysis of water samples and in the mentoring of Interns and students on school projects and .

HoRLaR IT SOLUTIONS, FEDERAL CAPITAL TERRITORY, ABUJA. — Client Support Consultant

OCTOBER 2016-JANUARY 2017

- Identifying and assessing customers' needs to achieve satisfaction
- Building sustainable relationships of trust through open and interactive communication
- Providing accurate, valid and complete information by using the available methods/tools

SKILLS

Proficiency in Microsoft Office(48 wpm)

Customer Service

Good Leadership skills

Project Management

Excellent Interpersonal Relations

Beginner Programming Skills

Research and Analysis

LANGUAGES

English Language- Full professional proficiency

Yoruba - Native or bilingual proficiency

American Sign Language - Limited working proficiency

Hausa - Professional working proficiency

Nigerian Pidgin English - Native or bilingual proficiency

- Meeting personal/customer service team sales targets and call handling quotas
- Handling complaints, providing appropriate solutions and alternatives within the time limits; following up to ensure resolution
- Keeping records of customer interactions, processing customer accounts and file documents
- Following communication procedures, guidelines and policies
- Taking the extra mile to engage customers

HoRLaR IT Solutions, Abuja—*Social Media Intern/Blogger*

NOVEMBER 2015 - OCTOBER 2016

- Build and execute social media strategy through competitive research, platform determination, benchmarking, messaging and audience identification
- Set up and optimize company pages within each platform to increase the visibility of company's social content in connection with the Content Director.
- Moderate all user-generated content in line with the moderation policy for each community
- Continuously improve by capturing and analyzing the appropriate social data/metrics, insights and best practices, and then acting on the information
- Collaborate with other departments (customer relations, sales etc) to manage reputation, identify key players and coordinate actions
- Analysis and improvement upon therefore of social Media reputation, brand perception and development, web site traffic growth, web site UI and advertising revenue. Developed brand strategy and statistics systems.
- Create stylish, quippy content for multiple social channels
- Maintain video upload process and YouTube page
- Write SEO-friendly content for travel landing pages and perform basic keyword research

REFERENCES.

Umar Farouq Bello

Chief Quality Control Analyst,
Kano State Water Board,
Gidan-Ruwa, Kano State.

ubfarouq@gmail.com

2347037715343

Olorunlami Olalekan A.

Chief Customer Officer, HoRLaR IT
Solutions, Abuja, Nigeria.

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2348062590440

**HoRLaR IT Solutions, Abuja—Customer Relationship
Professional/Social Media Intern**

DECEMBER 2014 - NOVEMBER 2015

- Build rapport with customers to increase renewals, referrals, and cross-sell and upsell opportunities
- Lead and manage customer engagement and communication programs, such as in-person/virtual events, workshops, annual conferences, awards programs, onboarding and ongoing nurture campaigns
- Connecting with customers to ensure continued education and success throughout the relationship lifecycle
- Identifying key customers that can act as a marketing channel through case studies, speaking opportunities, etc.
- Help marketing and sales meet business objectives through customer advocacy initiatives

EDUCATION

**Alison World of Certified Learning, Galway, Ireland—
DIPLOMA IN WORK SAFETY AND HEALTH.**

APRIL 2017

**Alabian Integrated Web Solutions, Ikeja, Lagos.
CERTIFICATE IN ONLINE MARKETING & DIGITAL ADVERTISING.**

JULY 2016

**Alison World of Certified Learning, Galway, Ireland—
LEADERSHIP SKILLS IN BUSINESS - 100% FINAL SCORE**

FEBRUARY 2015

**Alison World of Certified Learning, Galway, Ireland—
DIPLOMA IN PROJECT MANAGEMENT - 86% FINAL SCORE**

JANUARY 2015

**Alison World of Certified Learning, Galway, Ireland—
FUNDAMENTALS OF ACCOUNTING-94.0% FINAL SCORE**

DECEMBER 2014

University Of Benin, Benin City — B Sc. (Ind. Chemistry)

NOV., 2015

–Second Class Honours (Upper Division)

W3SCHOOLS TUTORIALS (HTML Tutorials)

JANUARY 2013

MTN Nigeria UNIVERSITIES CONNECT LIBRARY, John HARRIS Library, Benin City. — *Workshop on E-library Databases*

SEPT., 2011

Ajogbo Grammar School, Ota — W.A.S.S.C

MAY 2009

4 Distinctions (in Mathematics, English Language, Geography, and Agricultural Science) and 4 credits (in Physics, Chemistry, Biology, and Further Mathematics)

PROJECTS

Project Name — *Preparation and Characterisation of Fatty Acid Methyl Esters from Waste Vegetable Oil*