

Glory Nathaniel

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Location: Abuja Nigeria

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EDUCATION

Intelligence Investigation Forensic Studies, Security and Forensic Studies, Nigeria 2023.

Basic Intelligence and Detective Studies,

College of Detectives Investigation and Legal Studied, Nigeria 2023.

HNDMassCommunication, The Federal Polytechnic Bida 2022

OTHER CERTIFICATIONS

National Youth Service Corps, 2024

Executive Managerial In

Peace/Reconciliation and Security Studies, Advanced Peace and Reconciliation Centre of Nigeria, 2023

Virtual Assistance ALX 2025.

TECHNICAL SKILLS

- Google workspace tools, Word, Sheet, Slides
- Graphic Designing tools, Corel draw, Canva
- Visual Content Creation, Facebook, Instagram, Tiltok
- AI tools, ChatGPT
- Proficient in center software and CRM tools. Experience with troubleshooting and issue resolution

SOFT SKILLS

- Team Coordination
- Communication and Public Speaking
- Emotional Intelligence and Empathy
- Market Analyst
- Community Engagement
- Project Management

SUMMARY

Versatile professional with expertise in media production, customer service, and community engagement. Proven skills in photo editing, visual content creation, event coordination, and press communications through roles at ECOWAS and other organizations. Strong leadership, communication, and organizational abilities, complemented by certifications in intelligence and forensic studies. Passionate about delivering impactful results in team-driven and dynamic environments.

WORK EXPERIENCE

Audio Visual Assistant 2024
ECOWAS

I Supported the ECOWAS Audio Visual department by enhancing images for publications and digital platforms using advanced photo editing tools. Collaborated with communication teams to manage press releases and media outreach. Represented the department at events, conferences, and meetings, providing on-site assistance. Contributed to drafting press releases and official communications to convey key updates to the public and stakeholders.

Head of Customer Care Service 2024 TOP
RANK GLOBAL PROJECT LIMITED

Led a customer service team, managing outbound calls to address inquiries and orders while ensuring timely issue resolution. Oversaw team performance, provided guidance, and maintained high service standards. Documented customer interactions across calls, emails, and chats with precision. Actively gathered customer feedback on products and services, using insights to implement improvements and enhance overall customer satisfaction. Promoted teamwork and efficiency within the team to achieve organizational goals.

Chapter Coordinator 2021 - 2023 Loveworld INC,
F.C.T Abuja Served as Chapter Coordinator, managing daily operations of the campus ministry. Responsibilities included organizing events, managing budgets, coordinating volunteers, and ensuring smooth chapter functioning.

VOLUNTEER WORK

ON-AIR PERSONALITY (OAP) 2022

Hosted radio shows as a Volunteer On-Air Personality, engaging listeners, conducting interviews, and delivering informative and entertaining content while adhering to station guidelines.

Virtual Assistant – Legal Industry 2024

Provided administrative support to a legal practitioner, ensuring efficient daily operations.

Managed travel arrangements, including flight bookings, accommodations, and itineraries.

Handled budgeting and financial tracking to optimize cost efficiency.

Assisted in preparing legal documents and case materials.

Provided airport assistance to ensure seamless client and lawyer travel logistics.

Administrative Support and Customer Services Executive – Security Industry
2019 – 2020.

Organized individuals and facilitated case settlements to ensure smooth resolution processes.

Coordinated operational activities to enhance workflow efficiency.

Ensured compliance with organizational protocols and safety regulations. Managing case settlements, handling security documentation, and ensuring compliance with safety regulations to enhance workflow efficiency and client service.

