

CHARLES NGEREM

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SUMMARY

- Energetic self-starter, I excel in establishing and nurturing strong relationships, with a proven track record of providing exceptional service, especially in handling challenging customers.
- Passion for community growth is demonstrated in my role as a Community Manager, where I integrated successful initiatives to drive community engagement.
- Proven leadership qualities with the ability to align a team of peers to achieve a singular goal.

EDUCATION

Bmls, Imo State University

BMLS, Medical Laboratory Science

November 2015 – October 2020

WORK EXPERIENCE

Community Manager

February 2023 - Present

10N8E ESPORTS – Lagos, Nigeria

- Integrated community growth initiatives, resulting in a 45% increase in community engagement across all organizational activities.
- Developed and implemented monthly activities that actively engaged the community and documented reports with key metrics.
- Launched a grassroots initiative to give lower ranked players a stage to kickstart their careers and showcase their skills.
- Organized the 2023 edition of DECA cup which is one of the biggest esports event in sub saharan Africa
- Developed a deep understanding of the community's interests, needs, and preferences by analyzing data, enabling data-driven decision-making.
- Communicated data-driven insights and findings to non-technical stakeholders.

Social Media Manager

April 2022 - February 2023

CYCLONE GAMING ESPORTS – Lagos, Nigeria

- Optimized social media advertising campaigns, achieving a 20% reduction in advertising costs while maintaining or improving brand quality.
- Extracted data from social media platforms, uncovering valuable information and trends to inform marketing and content strategies.
- Generated regular reports on social media metrics, including likes, shares, comments, click-through rates, and conversion rates, and presented findings to the team.

LEADERSHIP EXPERIENCE

Team Lead - PARTS AND MECH

June 2023 - Present

ALX AFRICA, Lagos, Nigeria

Led a team of young tech professionals to develop the concept of a mobile and web application to curb the influx of substandard vehicle spare parts in the Nigerian market

SKILLS

Data Analytics	Relationship Building	Strategic Planning	Project Coordination	Empathy
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INTERESTS

Healthcare Digitization	Infrastructure	Esports Development
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PROGRAMMING LANGUAGES AND LIBRARIES

Python	Javascript	SQL
Numpy	Pandas	