


STEPHEN ONWORDI

Ado Ekiti, Nigeria

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PROFESSIONAL SUMMARY

Proactive and detail-oriented professional with 2+ years of combined experience in customer service, executive assistance, and social media management. Adept at handling client inquiries, resolving issues, and ensuring customer satisfaction. Skilled in communication, multitasking, and using digital tools to streamline workflows and enhance client relations.

CORE COMPETENCIES

- Customer Service & Client Relations
 - Communication & Interpersonal Skills
 - Administrative & Executive Assistance
 - Problem-Solving & Conflict Resolution
 - Time Management & Organization
 - Microsoft Office Suite & Google Workspace
 - Social Media Management & Content scheduling
 - Research & Data Management
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PROFESSIONAL EXPERIENCE

Social Media Manager / Customer Engagement Lead

Forex Academy | Remote | 2025 – Present

- Respond to inquiries and comments across Instagram, TikTok, and YouTube, ensuring timely, professional, and friendly communication.
- Manage and grow online community engagement, fostering strong relationships with clients and prospects.
- Analyze engagement data to improve responsiveness and service quality.

Virtual Executive Assistant

Remote | 2023 – 2024

- Handled client communications via email and phone, resolving issues and providing information to ensure satisfaction.
- Scheduled meetings, managed calendars, and coordinated with internal and external stakeholders.
- Conducted market research to support decision-making and client proposals.

Office Assistant

Federal Polytechnic Auchi, Edo State | 2021 – 2022

- Assisted students, staff, and visitors by addressing inquiries and directing them to appropriate services.
- Managed correspondence, filing systems, and records with accuracy and confidentiality.
- Supported event coordination and provided front-desk reception services.

EDUCATION

Higher National Diploma (HND), Biochemistry

Federal Polytechnic Auchi, Edo State

CERTIFICATIONS & TRAINING

- IT Project Management Fundamentals
- AICPS

TECHNICAL SKILLS

- Microsoft Word, Excel, PowerPoint
- Google Workspace (Docs, Sheets, Slides)
- Social Media Tools (Canva, Buffer, Meta Business Suite)
- Basic Graphic & Video Editing