

# Okwukwe Chukwuka

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## Content Writer, Project Manager, Strategist

I am a professional and a digital native with 5 years experience in Content Writing and Project Management. My experience in Content Writing cuts across short- and long-form content in these fields: New Age Technology, Automotive, Cryptocurrency, Cyber Security, Business & Finance and Chiropractic. I am also versed in Project Management.

## Expertise

Short-form Content

Long-form Content

Strategy & Marketing

Project Management

Technical Content

Creative Content & Branding

## Selected Experience

DEC 2019 – Present

Content Writing & Project Management | Clarke International Writing Services, Florida (USA)

- Developed a **Project Management Structure** for the team.
- Reported **Project Management Status** to affected stakeholders: a) the client on a progress-by-progress basis b) the Founder, on a need-to-know basis.
- Write **short-form content** as webpages, blog posts, articles and newsletters for clients in North America.
- Manage corporate client content relationships per month/year via Microsoft Outlook and Google Keep.
- Build, maintain and share client database with Account Officer.
- Manage project deliverables within agreed timelines and on budget.
- Supervised, curated and periodically edited content from other writers.
- Run all written content on CopyScape to ensure originality of content.
- Liaise with the Accounts Team for billing and payment confirmation via QuickBooks.
- Publish content through Content Management Systems (WordPress, Google Doc, Microsoft Word) and improve on platform-specific knowledge and experience with content creation apps.
- Scour copyleft websites for free-to-use images and illustrations.
- Research materials and information sources for content development.

DEC 2019 – JAN 2020

Content Writing | Opera News Hub, Lagos (Nigeria)

- Created content covering technology companies: WhatsApp, Google, Facebook, Tesla, Amazon, Bunq, SWIFT, Bird, Circ, Motorola, SpaceX, GoDaddy, TomTom, Huawei, Google Stadia, Android, Alcatel, Microsoft, et al.
- Created sports content focused on football transfer news.
- Utilized the WordPress Content Management System to write and edit articles for approval.

JUN 2016 – SEP 2017

#### Customer Service Associate | Specuit LLC

- Managed communications on various platforms: WhatsApp, Nairaland, Mailbox, Voice Call, SMS & Social Media.
- Provided products information & helped clients make better route and product choices via R & R (Ratings & Reviews) per vendor.
- Converted sales leads into consistent paying clients.
- Backup of clients' transactions, communication, complaints & feedback.
- CRM management.
- Scripted & dispatched promotional offers, discounts & clearance sales to clients via MailChimp & WhatsApp Broadcast.
- Aided clients sort out exchange & refund issues on the third-party vendor sites we shop from (such as: Amazon, eBay, AliExpress, Alibaba, DHGate, Souq, et al) for faulty products or products that didn't meet stated specifications.
- Liaised internally with the rest of the team to ensure fulfillment of orders to clients' doorsteps.
- Trained new Customer Service Associates before moving on to other roles.

JUL 2015 – MAY 2017 & JUN 2018 – MAY 2019

#### Business Proposal Writer | Clarke International Writing Services, Florida (US)

- Researched and edited new and existing content for projects bidding on Freelancer.com, Guru.com and Upwork.com.
- Gathered information from project requirements to develop appropriate content for RFP business proposals/bids.
- Curated, developed and maintained detailed database of samples, price sheet, non-disclosure agreements and other documentations.
- Reviewed solicitation documents – Letter of Interest (LOI), Request for Information (RFI), Request for Proposal (RFP), Request for Quotation (RFQ), Request for Standing Offer (RSO) and Request for Supply Arrangement (RSA) on Upwork, Guru, Freelancer and Office 365.
- Managed business proposal inventory.
- Developed business proposal documents in line with customer requirements and promoted reuse and consistency across all proposals/bids.
- Corresponded with Management and the Accounting Team to verify invoices before sending business proposals/bids.
- Prepared and managed projects' timeline and history.
- Wrote, tweaked and submitted business proposals to solicitation requests by individuals, B2B & B2C companies who required content writing/editing services.
- Identified and rewrote pre-written business proposal templates when necessary.

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## Volunteer Experience

- Host an #IELTSSeries on Facebook Groups
- Host an #ACCASeries (for the Diploma in Accounting & Business) on Facebook Groups

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## Education

2020 M.Sc. in Internet of Things/Computer Networks & Security [spent a quarter] – University of Essex, Colchester (United Kingdom)

2012 B.Sc. in Economics – Nnamdi Azikiwe University, Awka (Nigeria)

2008 West African Senior School Certificate – Command Secondary School, Ipaja (Nigeria)

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## Certifications and Trainings

2021 Diploma in Accounting & Business [in View] – Association of Certified Chartered Accountants (ACCA)

2021 Fundamental Skills of Digital Marketing – Google (International Advertising Bureau-Accredited)

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## Skills

- Conversant with plagiarism and grammar check tools and applications such as CopyScape, Grammarly, etc.
  - Familiarity with content writing software such as Microsoft Word, Google Docs, etc.
  - Creative.
  - Quick-paced learning capability for new and existing technology stack.
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## Interests and Hobbies

Thinking | Travelling | Reading | Gaming | Writing

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## Reference

Available on request