

ENWERE, CHIAMAKA SYLVIA

Customer Service | Public Affairs | Social Media Management Professional

Lagos State, Nigeria

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PROFESSIONAL SUMMARY

Dedicated and results-oriented professional with proven experience in public affairs, customer service, social media management and administrative support. Adept at managing public communication, enhancing digital engagement, resolving customer concerns, and maintaining accurate records. Recognized for professionalism, strong interpersonal skills, and the ability to contribute effectively to organizational growth and service excellence.

CORE COMPETENCIES

- Customer Service & Relationship Management
 - Public Affairs & Stakeholder Communication
 - Social Media Management & Digital Engagement
 - Complaint Resolution & Client Support
 - Administrative Coordination & Record Keeping
 - Team Collaboration & Time Management
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PROFESSIONAL EXPERIENCE

➤ Public Affairs Officer / Social Media Manager

Lagos State Real Estate Regulatory Authority (LASRERA) | 2025 – 2026

- ◆ Managed organizational social media platforms to improve public awareness and engagement.
- ◆ Developed, scheduled, and published content aligned with institutional campaigns and communication strategies.
- ◆ Responded to public inquiries and complaints promptly, strengthening stakeholder confidence and satisfaction.
- ◆ Supported outreach initiatives, public campaigns, and official events.

➤ Administrative Assistant

De Rembrandt Hotel | 2022 – 2025

- ◆ Keep records of hotel documents, reports, and correspondence
- ◆ Scheduling & Coordination; Assist management with planning events or conferences
- ◆ Communication Management. Handle emails, phone calls, and official correspondence
- ◆ Ensure professional communication with clients and vendors
- ◆ Inventory & Supplies Management.

➤ **Front Desk Office**

Delborough hotel | 2020 – 2022

- ◆ Guest Reception & Check-in/Check-out
- ◆ Communicate guest needs to housekeeping, security, and management
- ◆ Maintain accurate guest records and documentation
- ◆ Take bookings via phone, email, or walk-ins
- ◆ Represent the hotel brand professionally at all times

➤ **Credit Collector**

New Edge Company | 2019

- ◆ Conducted follow-ups on outstanding accounts using professional communication and negotiation skills.
- ◆ Maintained accurate customer and repayment records to support recovery tracking.
- ◆ Assisted in improving repayment compliance while preserving client relationships.

➤ **Cashier**

Mozaya Classic Restaurant | 2015 – 2017

- ◆ Provided excellent front-line customer service and processed POS transactions efficiently.
- ◆ Performed daily cash reconciliation and maintained accurate financial records.
- ◆ Supported smooth daily operations within a fast-paced service environment.

EDUCATION

B.A. Education (History)

Imo State University | 2022

PERSONAL ATTRIBUTES

- Excellent communication and interpersonal skills
- Strong organizational and multitasking abilities
- Professional integrity and reliability
- Adaptability and willingness to learn