

Eno Frank

Creative Writer

Uyo, Nigeria.

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Objective

I am a skilled writer and virtual assistant with experience in administrative roles. With my writing background, I have honed my attention to detail and ability to meet deadlines.

My experience in virtual assistance has also equipped me with excellent communication and organizational skills. I have a strong ability to multitask and prioritize work to ensure maximum efficiency.

I am excited to bring my diverse skill set to any role and contribute to the growth of any team.

Experience

SHOPFANTU / Virtual Assistant

JULY 2022 - FEB 2023, REMOTE

- Providing administrative support to the store owner, including scheduling meetings, managing calendars, and coordinating with external partners.
- Inventory Management - Keeping track of inventory levels, reordering products when necessary, and ensuring that the online store accurately reflects the availability of products.
- Participating in team meetings and providing input and feedback on new initiatives or projects.
- Website Maintenance - Keeping the online store up-to-date with the latest products, promotions, and website design trends, and ensuring that the website is functioning properly.

BETTERZILLA/ Content Writer

DEC 2022 - FEB 2023, REMOTE

- Produced high-quality content for company websites, marketing materials, and other communication channels
- Collaborated with marketing and design teams to ensure messaging was consistent and effective
- Conducted research to stay up-to-date with industry trends and best practices
- Contributed to the development of company-wide style guidelines and best practices for writing and communication.

**ASSOCIATION OF CHARTERED CERTIFIED ACCOUNTANTS ACCA /
Customer Retention Officer (Intern)**

JUNE 2020 - MARCH 2021, PORT HARCOURT.

- In a timely manner, responded to consumer inquiries and addressed service issues.
- Implemented sales promotion efforts in collaboration with the Sales Manager.
- Contracts that were about to expire were tracked, and clients were contacted for renewals.
- Customer presentations and demos were created.
- Client input was analyzed, and new strategies were devised to assure customer retention.

**KEEPING IT REAL (KIR) FOUNDATION / Administrative Officer
(Non-Profit Organization)**

DEC. 2016 - MARCH 2020, PORT HARCOURT.

- Managed the organization's library, ensuring that books and other materials were properly cataloged and organized for easy access by staff and visitors.
- Volunteered as a sign language interpreter, providing language support to hearing-impaired clients and facilitating communication between them and the organization's staff.
- Represented the Executive Director in her absence, serving as the point of contact for internal and external stakeholders and handling inquiries and requests.
- Acted as a project manager, overseeing the planning, execution, and monitoring of various initiatives and programs, including grant projects.
- Assumed the responsibilities of a janitor, ensuring that the office space was clean, tidy, and presentable at all times.
- Successfully wrote a grant proposal that secured funding for the organization, enabling it to expand its services and reach more beneficiaries.

Skills

Excellent writing and editing skills | Strong research and analytical abilities | Ability to work independently and as part of a team | Proficient in Microsoft Office, Google Docs, and other writing software | Familiarity with AP style, Chicago Manual of Style, and MLA style

Education

University of Uyo / B.Ed

MONTH 2019 - MONTH 2024, UYO

Studying Guidance and Counselling

PROFESSIONAL COURSES

- Customer Service Foundations, LinkedIn Learning.
- Build Your Skills In Customer Service, LinkedIn Learning.
- De-Escalating Conversations for Customer Service, LinkedIn Learning.
- Customer Service: Handling Abusive Customers, LinkedIn Learning.
- The Fundamentals of digital marketing, Google online course.

COMMUNITY SERVICE /VOLUNTEERING EXPERIENCE

- Co-Organizer Google Developers Group, Ikot Ekpene, Nigeria.
- Community Manager, Opensource Africa, Ikot Ekpene chapter.
- TeachSDGs (Cohort 3 Ambassador).
- Google Business Group Uyo (2020 Programs Manager).
- Women Will Uyo (Team member).
- Leadership and purpose conference LPC (Team member).
- The Innovative Child Network (Mentor).
- MaskOn (Programs manager).
- EELSPACE (Business Developer).
- African Leadership Conference (Content writer).
- Aim 360 Network. (Content writer).