

CELE –OKAFOR VIVIAN

LAGOS STATE, 101233,NIGERIA

09074773015

CELECHIAMA49@GMAIL.COM

Education

School: Pan-Atlantic University, Lagos, Nigeria

Bachelor Science in Business Administration

|October 2021-December 2025

Professional Experience

RJ4 (Fashion Retail Store),Lagos state, Nigeria.

|June 2023- September 2023

Client Relations Official

- Achieved a seamless shopping experience for customers by providing exceptional assistance with product inquiries and purchases, resulting in increased customer satisfaction and repeat business
- Resolved customer complaints efficiently, contributing to higher satisfaction
- Maintained organized product displays and controlled inventory effectively, leading to a well-stocked and visually appealing store environment
- Managed daily sales transactions with 100% accuracy, ensuring smooth operations.
- Collaborated with team members to meet daily sales targets, which contributed to a 50% sales increase.
- Assisted in marketing campaigns for multiple product categories, including fashion, skincare, and cosmetics, to enhance the customer experience

Enterprise Development Centre

|July 2024- September 2024

Alumni Relations Official

- Organized networking events and webinars, increasing alumni participation by 15%
- Designed initiatives supporting alumni career growth, resulting in a 20% rise in job placements.
- Handled alumni inquiries, ensuring high satisfaction and engagement
- Assisted with the planning and coordinating the Annual EDC SME conference
- Created flyers, posters and content calendars for EDC Alumni social media platforms
- Managed and updated the alumni database for efficient outreach
- Created Content calendar for regular posts on the EDC Alumni social media platforms
- Curated and uploaded newsletters for various EDC Alumni groups

Pan-Atlantic University Community Service Project

Social media manager

|October 2023-Present

- Created and scheduled content on Instagram content, boosting event participation & visibility
- Engaged with followers and managed inquiries, fostering an active online presence
- Aligned content with community service goals for effective outreach
- Designed graphics and captions to enhance brand awareness

SKILLS

- Microsoft Office Suite (PowerPoint, Excel, Word).
- Email Management & Marketing
- Phone Etiquette and Call Handling
- Project Management & Event Coordination
- Relationship Building and Networking
- Social media marketing
- Graphic design (Canva, Photoshop)
- Adaptability & Problem-Solving

CERTIFICATIONS

YAART-Ashcorp Luxury Project **Date of Completion;** |October 27, 2024

- Completed a 3-month incubation program covering fashion buying, industrial product design, and strategic social media marketing.

VOLUNTEER WORK

RACO ORPHANAGE// IBEJU LEKKI

MARCH 2024

- **Assisted in Daily Operations:** Supported the orphanage staff with day-to-day tasks, including organizing activities for children, helping with meal preparation, and maintaining a safe, clean environment.
- **Mentorship and Emotional Support:** Provided companionship and guidance to the children, contributing to their emotional well-being by creating a positive and supportive atmosphere
- **Educational and Recreational Activities:** Organized and facilitated educational games, arts and crafts, and recreational activities to foster the children's cognitive and social development.
- **Fundraising and Donation Drives:** Actively participated in donation drives and fundraising efforts, reaching out to potential donors and coordinating resources to meet the orphanage's needs.