



Damilola A. Okuwobi

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Ikeja, Lagos State.

Professional Summary

An energetic and adaptable individual with a solid knowledge and over 5 years practical experience in Customer Relations, People Management, Sales, and Destination Management & Travel. Possesses excellent problem-solving skills, and keen attention to detail. Demonstrated ability to work effectively in a team environment and independently. Highly reliable and motivated to contribute to your company's success and grow professionally.

Education

B.Sc Political Science.

Obafemi Awolowo University • Ile-Ife, Osun State

2015 - 2018

Senior Secondary School Certificate Examination

Faith Comprehensive College • Ogere Remo, Ogun State

2007 - 2013

Work Experience

Destination Manager

Exxess options DMC, Nigeria • Oke-Ilewo, Abeokuta, Ogun State

July, 2021 – January, 2024

- Provided Travel Advisory, Visa Advisory, Consultation, and Visa documentation services for Travel and Visa application purposes (Business, Transit, Visitor, and Work).
- Planned Travel Packages and designed Itineraries for Group Travels for corporate organizations and youth organizations to attend International Conferences and Retreats.
- Hotel, Tour and Flight Bookings with rates in line with the Client's Budget, while also offering flexibility options in payment.
- Establishing contacts at Destinations on behalf of the client to smoothen transition to a new environment.
- Conducted continuous research on Choice destinations and also offering destination options for Client base

Customer Relations Manager (Remote)

Yannis Marketing • Lagos

June 2022 – November 2022

My primary role involved the creation of messages to send to the company's customer base via CRM software. Other roles include:

- Use the data from the CRM (Customer Relations Management- SniperCRM) software to target Basket Abandoners and Closed clients.
- Blast dedicated messages to different categories of customers on the database.
- With each category receiving their dedicated messages, I kept track and also reported feedback from closed clients with interest in buying again.
- Blasted messages also served as a prompt for the Basket abandoners to complete their purchase.
- Reach out to a customer base of over 3000 individuals bi-weekly via phone calls, SMS, and Whatsapp messages for conversion and feedback.
- Offered product usage advice, handled complaints, and escalated grievances where necessary.

Remote Ghostwriter

Inkslinger • Lagos

September 2021 – January 2022

- Completed content writing assignments across genres such as Alternative Health, Food and Fitness, Technology, Real Estate, and Fiction.
- Executed writing briefs, conducted comprehensive topic research, and delivering the requested content within a set time frame.

Digital Media Buyer

Yannis Marketing • Lagos

February 2021 – August 2021

Worked as a Media buyer helping to run ads via social media platforms to bring the products being sold to the screens of the target audience who need them. The following functions were performed:

- Designing a Buyer's Persona and an Advertising Strategy
 - Sourcing of creative and creation of Ad copies to accompany Ads
 - Managing Ad Budget to maximize CPC (Cost Per Conversion)
 - Running of Ads on Google, Facebook (now Meta), and YouTube.
 - Keeping track of Orders and following up with the Customer Service Team for full conversion.
 - Timely reporting of updates to management.
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Skills

- Strong analytical and critical thinking ability
 - Foundational knowledge of conflict resolution, people management and Empathetic Listening.
 - Excellent communication skills
 - Good attention to detail
 - Report Documentation
 - Visa Documentation
 - Basic knowledge of html and Wordpress
 - Adept knowledge of Adobe Photoshop, Illustrator and InDesign.
 - Productivity tools
 - Content and Copywriting
 - Adept with Ms-Word, Excel, PowerPoint.
 - Data Entry
 - Intermediate Computer Knowledge
 - Possess high integrity
 - Highly growth conscious
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Volunteering

Social Media Intern

The Harvest of Talent Foundation 2022 – 2023

Volunteer

NMUN-Africa • Abeokuta, Ogun State

September 2021 – September 2023

Worked in different capacities within the NMUN-Africa Secretariat for the yearly edition of AfriMUN conference from 2021 to 2023 after having attended a couple of their programs in the past.

USG Communications- AfriMUN 2021

- Ensured the timely and prompt dispatch of information to concerned quarters in the buildup to the conference and after the conference.
- Handled correspondence to guests and delegates with the approval of the secretariat.
- Organized training sessions for prospective delegates on the modalities of the conference as part of pre-conference activities.
- Managed the social media page (Instagram) for the duration of my service in the office.

Conference Director- AfriMUN 2022.

- Worked closely with members of the AfriMUN 2022 Secretariat in a supporting and supervisory role towards the successful execution of the conference.

USG Delegates Affairs- AfriMUN 2023.

- Monitored and handled the registration of delegates for the conference.
- Worked with the secretariat on sensitization of delegates before the conference.
- Worked with USG Logistics on the provision of accommodation facilities, transportation, and feeding for delegates before the Conference for the delegates.

Volunteer- Director, 100% Efficiency

Junior Chamber International (Abeokuta Hills Chapter) • Abeokuta

September 2022 – Present

- I currently serve as the 2024 Director for 100% Efficiency for the Abeokuta Hills Local Organization. I ensure the timely reportage of events and projects by Directors within the Local Organization and also prompt submission of reports to the National body (JCI Nigeria) to boost the image and rank of the Local Organization by the end of the year and also ensure the compliance of the Local Organization with the JCI plan of action worldwide.

Languages

English, Yoruba

Certifications

Certificate of Completion

26th JCI Africa and Middle East Leadership Academy-May 2024

Hubspot Agency Partner Certification

Hubspot Academy-December 2020

Credential ID: 60a881f3a00a4b28aaef6251ff6042b2

ISC2 Certified in Cybersecurity Entry-Level Certification

ISC2- in View

EndPoint Security

Cisco Networking Academy- In view