AGHAHOWA ESOHEOSA

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CAREER SUMMARY

Friendly and professional Mass Communication graduate with hands-on customer care experience at a major electricity distribution company, alongside a strong background in media production and live studio coordination. Skilled at handling enquiries and complaints, managing correspondence, and keeping calm and organised in fast-paced environments. Excellent verbal and written communicator who is reliable, presentable and committed to giving every customer a positive experience.

KEY SKILLS

- Customer service and complaint resolution
- Receiving, directing and attending to walk-in and phone enquiries
- Internal and external correspondence management
- Excellent oral and written communication
- Organisation, scheduling and coordination
- Multitasking and working under pressure
- Teamwork and leadership
- Social media engagement and digital content support

PROFESSIONAL EXPERIENCE

Customer Care Officer (NYSC) — Ibadan Electricity Distribution Company (IBEDC), Dugbe, Ibadan

June 2025 – March 2026

- Resolved customer complaints promptly and professionally, ensuring satisfaction at every touchpoint.
- Attended to internal and external customers, providing clear information and guidance.
- Managed internal and external correspondence efficiently.
- Represented the company courteously in face-to-face and remote interactions.

Reporter — ARISE TV

November 2024 – March 2025

- Organised and coordinated live studio programmes, managing schedules and logistics in a fast-paced setting.
- Communicated and collaborated with colleagues and external contacts to deliver on tight deadlines.
- Assisted in the production of the flagship morning show.
- Edited news stories and digital content for television and social media platforms.
- Covered major events, including the Association of Professional Women Engineers of Nigeria (APWEN) conference.

Production Intern — Vibes FM

August 2023 – October 2023

- Assisted in the coordination of radio shows and supported studio setup before broadcasts.
- Managed audience engagement across social media platforms, responding to followers and building interaction.

Production Intern — ARISE TV

August 2022 – October 2022

- Assisted in organising studio programmes and broadcast logistics.
- Supported the production team on the morning show.
- Edited news stories for television and social media.

EDUCATION

B.Sc. Mass Communication — Redeemer's University, Ede, Osun State | 2020 – 2024

West African Senior School Certificate (WASSCE) — Redeemer's High School

Junior Secondary School Certificate (JSS) — Our Lady of Apostles Premier College

INTERESTS

Professional seminars and workshops, online learning and skills development, networking at industry and social events.

REFEREE

Available on request.