OSHINUBI SIKIRAT OLUWAPELUMI

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PROFESSIONAL SUMMARY

Customer-focused professional with 2+ years of experience across customer support, operations coordination, logistics documentation and online community management. Resolves customer enquiries quickly and accurately across email, live chat, phone and social media, and keeps clean, audit-ready records. Brings strong written communication from Mass Communication studies, solid Microsoft Office and Google Workspace skills, and a reliable, organised approach that adapts to remote, hybrid or on-site teams.

PROFESSIONAL EXPERIENCE

Assistant Operations Manager (Fixed-Term Contract) | Dec 2025 to Jan 2026

Pop Central Media House, Lagos, Nigeria

- Coordinated daily operations for a media house, keeping schedules, bookings and records accurate and up to date.
- Liaised with partners and event planners to plan and deliver events on time, handling logistics and last-minute changes.
- Acted as first point of contact for client and internal enquiries, resolving service issues promptly and escalating where needed.
- Organized and minuted partner meetings, tracking actions through to completion.

Community Engagement Officer | Apr 2024 to Jun 2025

RMD Agency, Remote

- Managed engagement across online communities, responding to member enquiries and feedback within agreed timeframes.
- Planned, created and scheduled digital content to grow audience engagement and community membership.
- Tracked campaign performance and reported results to support content and engagement decisions.

Customer Service Support / Documentation Officer | Jul 2023 to Mar 2024

AAJ Express, Lagos, Nigeria

- Handled customer enquiries on shipment status, documentation requirements and service concerns by phone, email and in person.
- Prepared, verified and processed import and export documents, including shipping instructions, waybills, invoices and packing lists, with a high level of accuracy.
- Maintained physical and electronic filing systems in line with company policy, keeping records audit-ready and compliant.
- Produced weekly and monthly documentation status reports for management.

KEY SKILLS

- Customer experience: enquiry handling, complaint resolution, email and live chat support, client relationship management
- Operations and admin: scheduling, event and meeting coordination, data entry, record and document management, reporting
- Digital: social media and community management, content scheduling, campaign tracking
- Tools: Microsoft Excel, Word and Outlook; Google Workspace (Docs, Sheets, Drive, Gmail)
- Personal: clear written and verbal communication, problem-solving, time management, attention to detail, teamwork

EDUCATION

B.A. Mass Communication — University of Benin, Benin City, Nigeria