




Blessing Essien

Consultant

 Paris, France

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Links

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Languages

French (Basic)

English (Native)

About

Dedicated team player with a double Masters in International Relations and Diplomacy. Also gained operational skills in order fulfillment, e-commerce startup, trucking, social media marketing & advertising, and customer service. Adept in understanding company profiles and operations to successfully carry out marketing plans.

BRANDS WORKED WITH

Comdata Group-(Nissan Uk Team), Gennevilliers

France, Dibafric

France, Infinity Zone

Lagos State Local Council Devt. Area (Ikeja Local Government)

SERVICOM

Toefl Ibt

Experience

● Operations Manager (Remote)

France, Infinity Zone | Sep 2020 - Now

Managed an E-commerce start up, drafting operations process/manual for trucking, invoicing & load board,
 •Successfully uploaded 150 products on the website (and still counting).
 •Researched best & affordable shipping options for the website and successfully installed.
 •Successfully setup vendor marketplace (WCFM) that allows multiple vendor to sell & grow their business. Currently researching on marketing solutions and advertisement.

● Information & Social Media Manager (Remote)

France, Dibafric | May 2020 - Now

Created and managed social media accounts (Instagram, Facebook, Twitter, YouTube).
 •Promoting international network & partnership with existing friends of the brand (Vendors, fashion designers, customers) and new ones.
 •Reporting monthly and annual social media growth and assisted in improving the visibility of the website, in particular by preparing content materials.
 •Assisted in drafting e-commerce business operational plan and order fulfillment.
 •Assisted with management of client presence on varying social media platforms.
 •Took to all social media platforms to disperse content and news.



● SERVICOM |

● Customer Service Agent

Comdata Group-(Nissan Uk Team), Gennevilliers | Aug 2019 - Sep 2020

Training (CRM) Salesforce database
 •Problem solving, answering calls, emails & live chat.
 •Built customer loyalty by placing follow-up calls for customers who reported product issues.
 •Worked to achieve high customer satisfaction rates by providing optimal customer service.
 •Answered all customer queries to the best of my ability.
 •Brought forth advanced organizational and multitasking skills.
 •Researched and stayed up-to-date on all company offerings and promotions.
 •Screened and routed calls to appropriate departments.

● Examination Proctor

Toefl Ibt | Nov 2017 - Jun 2019

Worked with a team to ensure smooth running of test process and providing a secure, comfortable and stress-free testing environment.

- Monitored candidates during exams.
- Helped to run diagnostics on TOEFL software before exams.
- Providing technical solutions to complaints raised by candidates in accordance with TOEFL procedures.

● Office Assistant

Lagos State Local Council Devt. Area (Ikeja Local Government) | Dec 2015 - Oct 2016

Drafting memos for the head of department of the Information Unit and review of implementation plan for workshop component of local government projects.

- Liaison officer between department of information and department of administration.
- Setting up conferences rooms & educational workshops.
- Contribute to the preparation of relevant reports in connection with the overall project and coordinate regular meetings for monitoring and evaluation.
- Worked with the Office Manager to schedule appointments and company meetings.
- Handled the sorting and distributing of mail and oversaw front desk operations.
- Addressed customer inquiries via email and in-person, ensuring quick and quality responses.
- Contributed to an organized workplace by maintaining filing systems as well as the company calendar.

Education & Training

2017 - 2022

● Schiller International University

Master of Arts, International Relations

2011 - 2015

● Landmark University, Kwara State

Bachelor of Science, International Relations