

MISHAEL ACHARAH

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Portfolio Link: <https://mishael-web.github.io/My-Portfolio/>

SUMMARY

- Results-oriented Customer Support Specialist with 2+ years of experience in delivering exceptional customer support.
- Certified Virtual Assistant skilled in performing various office tasks in a progressive organization where innovation, creativity, and growth is encouraged.
- Dedicated Frontend Web Developer with a strong drive for designing and building responsive websites/webpages with the use of HTML, CSS, Tailwind, WordPress, and the knowledge of programming languages such as Javascript, and React.
- A fast learner who is adaptable, resilient, resourceful, and goal-driven.
- Collaborated with a team of diverse creatives in the Africa Agility Girl's In Tech Training to build a website for children with learning disabilities (dyslexia and dyscalculia).

WORK EXPERIENCE

Social Media Manager

December 2023 - Till Date

The Family Gadgets Limited — Lagos, Nigeria

- Manage day-to-day social media activities, including content creation, and scheduling, across platforms such as Instagram, Tiktok, Twitter, and Facebook.
- Create compelling and shareable content, including graphics, videos, and written posts, to resonate with the target audience and align with brand messaging.
- Develop and implement comprehensive social media strategies aligned with company goals, resulting in a 90% increase in brand visibility and engagement.
- Monitor and analyze social media metrics, providing regular performance reports and insights to optimize content and strategy.
- Engage with the online community, responding to comments and messages promptly, fostering positive relationships with followers and customers.
- Stay informed about industry trends, algorithm changes, and emerging platforms to ensure the brand remains at the forefront of social media innovation.

Frontend Developer

January 2023 - December 2023

DataZealy Communications — Lagos, Nigeria

- Developed responsive websites that work across desktops, tablets, and 20+ other devices using HTML, CSS, WordPress, JavaScript, and React.
- Actively contributed to open-source projects on GitHub, showcasing coding expertise and collaboration skills.
- Participated in tech meetups, workshops, and hackathons to stay updated with the latest tech trends.
- Conducted code reviews, testing, and debugging to ensure high-quality code and optimized performance.

Customer Support Specialist
Genius Consult – Lagos, Nigeria

January 2020 - December 2022

- Assisted customers in processing orders for a product/service, followed up and ensured that customers received what has been paid for as at when due, achieving a customer satisfaction rating of 100%.
- Provided prompt and courteous assistance to customers via phone, email, and live chat, addressing inquiries and resolving issues effectively.
- Demonstrated a comprehensive understanding of products/services to guide customers through troubleshooting processes and provided accurate information.
- Collaborated with cross-functional teams to resolve escalated issues and ensure a seamless customer experience.
- Documented customer interactions and feedback to improve service quality.
- Implemented and adhered to company policies and procedures to ensure consistent service delivery.

EDUCATION

Imo State University – Owerri

January 2016 – September 2019

Bachelor of Library and Information Science (BLS) - Second Class Honors Upper Division

PROFESSIONAL CERTIFICATIONS

- JavaScript Certificate from Codevixens Academy (2023)
- Africa Agility Girl's In Tech Frontend Web Development Certificate (2022)
- ALX Certified Virtual Assistant - Certificate of Honors (2022)
- Accelerated Jobberman Soft Skills Training - Certificate of Achievement (2022)

RELEVANT SKILLS

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| › Time Management and Organizational skills. | › Teachable | › HTML |
| › Customer Centric | › Problem Solving | › CSS |
| › Attention to Detail | › IT Support | › Creative Writing and Research Skills. |
| › JavaScript | › Google Workspace | › Excellent Interpersonal Communication Skills. |
| › React | › Ability to Multitask and Prioritize. | |
| › WordPress | | |