

## Contact

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## Top Skills

Web Content Writing

Customer Relationship Management (CRM)

Customer Retention

## Languages

Yoruba (Native or Bilingual)

Hausa (Professional Working)

English (Full Professional)

## Certifications

EF SET

Desktop Publishing Course

# Abioye Benjamin

Freelance writer, Proofreader, Transcriber, Content Writer, Customer Care Representative, SEO Expert

Ibadan, Oyo State, Nigeria

## Summary

I am a dedicated and results-driven professional with 8 years of combined experience as a Content Writer and Customer Care Representative. With a strong background in crafting engaging, SEO-optimized content and delivering exceptional customer support, I offer a unique skill set that can significantly benefit your company. My expertise in content management, SEO strategies, and a deep commitment to customer satisfaction have allowed me to excel in both roles. I thrive in dynamic work environments, am a collaborative team player, and consistently meet deadlines. I am now seeking to leverage my skills and experience to contribute to your company's continued success.

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## Experience

### APPEN

1 year 8 months

#### Transcriber

January 2024 - Present (5 months)

Nigeria

#### Yoruba Language Transcriber

October 2022 - January 2024 (1 year 4 months)

China

**Audio Transcription:** Proficiently transcribe spoken Yoruba language from audio recordings into written text, ensuring accuracy and completeness.

**Verbatim Transcription:** Specialize in verbatim transcription, capturing all spoken words, sounds, and background noises for research purposes.

**Cleaning and Formatting:** Organize and format transcribed content for clarity and readability, including paragraph breaks and timestamps.

**Language Proficiency:** Possess a deep understanding of the Yoruba language, including its dialects and cultural context, to maintain linguistic accuracy.

**Quality Assurance:** Thoroughly review and proofread transcriptions to correct errors and ensure fidelity to the original audio.

**Confidentiality:** Maintain strict confidentiality when handling sensitive audio content, adhering to privacy and security protocols.

**Meeting Deadlines:** Consistently meet project deadlines to deliver transcriptions in a timely manner.

**Research Skills:** Conduct research to accurately transcribe technical or specialized terms encountered during transcription.

**Communication:** Collaborate effectively with clients or employers to clarify unclear audio segments and address questions or concerns.

**File Management:** Efficiently organize and manage audio files and transcribed documents for easy access and retrieval.

## **GWG MEDIA GROUP INC**

### **Write**

October 2023 - Present (8 months)

Lagos State, Nigeria

I curate trending stories, often derived from videos, transforming them into comprehensive news pieces through meticulous transcription. My process involves ensuring the content aligns with readability and SEO standards before publication.

## **RubyPlus**

### **Web Content Writer**

April 2021 - September 2022 (1 year 6 months)

Lagos State, Nigeria

Produced informative and persuasive content for clients in diverse industries, including technology, healthcare, and e-commerce.

Edited and proofread content to maintain a high level of quality and accuracy.

Worked closely with clients to understand their unique needs and objectives.

Conducted research on industry trends and competitor analysis to tailor content effectively.

Wrote original short- and long-form content that maintained brand consistency across channels.

Edited and proofread content for accuracy and clarity.

Researched and wrote articles for various publications and digital media outlets.

Researched and writing effective copy that is tailored to the target audience.

## Glam Code Media

### Content Writer

February 2020 - March 2021 (1 year 2 months)

Lagos, Lagos State, Nigeria

Edited and proofread webpages, press releases, feature articles, newsletters, email campaigns, social media posts, and other marketing collateral for accuracy, clarity and consistency.

Researched topics relevant to target audiences for blog posts, whitepapers, case studies.

Managed workflow of multiple projects simultaneously while meeting deadlines.

Tracked competitors' websites for emerging trends in online content creation strategies.

Optimized website content for search engine optimization by researching keywords and incorporating them into page titles, meta descriptions, headings and body text.

Edited and proofread content for accuracy and clarity.

## Elite Media

### Content Writer

January 2019 - December 2019 (1 year)

Lagos, Lagos State, Nigeria

Edited and proofread content for accuracy and clarity.

Drafted press releases, e books, articles, newsletters, social media posts, product descriptions. to meet client needs.

Edited and proofread marketing materials, including brochures and emails, to ensure accuracy and clarity of message.

Researched industry topics to create compelling content for webpages, landing pages, and white papers.

## ISON BPO

### Customer Service Representative

November 2017 - December 2018 (1 year 2 months)

Ibadan, Oyo State, Nigeria

Performed data entry duties accurately and efficiently using computer systems.  
Provided customer support within the telecommunications industry, addressing inquiries, technical issues, and billing concerns.

Demonstrated expertise in telecommunications products and services.

Consistently exceeded customer service targets.

### **Fixtel Phone Solution**

**Customer Service Representative**

September 2016 - November 2017 (1 year 3 months)

Kano State, Nigeria

Successfully provided customer service support to both internal and external customers in a timely manner.

Processed orders accurately while ensuring compliance with company policies and procedures.

Managed high call volumes in a fast-paced environment while maintaining professionalism at all times. Developed and maintained positive relationships with customers by responding to their inquiries, resolving complaints and providing accurate information.

Utilized problem solving techniques to identify solutions to customer issues quickly and efficiently.

### **Ageibo Cecilia Care Foundation**

**Customer Service Representative**

July 2015 - August 2016 (1 year 2 months)

Garki II, Federal Capital Territory, Nigeria

Provided excellent customer service, resolving inquiries and complaints in a timely manner.

Demonstrated strong communication skills to interact with customers via phone, email and online chat.

Ensured adherence to quality standards in all interactions with customers.

Assisted customers in resolving technical issues with patience and efficiency.

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## **Education**

**National Open University of Nigeria**

Bachelor of Education - BEd, English Language and Education · (2016 - 2019)

**Osun State College of Education Ila-Orangun**

NCE , English language/Political Science · (February 2012 - June 2015)

Kano State School of Management

National Diploma, Accounting and Auditing · (2010 - 2012)