* **Brandon Bibobra Ozomoru**
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**Personal Statement**

A motivated and adaptable Digital Marketing student at the University of Bolton, set to graduate in 2025 with a 2:1. I am passionate about digital marketing, customer engagement, and leveraging my hands-on experience to provide value. My background includes customer service, complaints handling, and sales retention at leading companies like JD Sports and TalkTalk. I bring strong communication skills, a keen eye for detail, and a customer-centric approach, all of which are crucial to digital marketing success. Currently seeking a digital marketing apprenticeship or internship to apply my skills in real-world campaigns, while further expanding my knowledge in digital marketing strategies.

**Education**

**University of Bolton** – *Bolton, UK*
*BSc Digital Marketing* | Expected Graduation: 2025

* Predicted Degree: 2:1
* Relevant Coursework: Enterprise Innovation and Creativity, Integrated Digital marketing, Advanced Data Analytics, Global Consumer Behaviour, Planning Campaigns, Customer Insights.

**Work Experience**

**Case Manager (Part-Time)**
*TalkTalk, Salford Quays (Manchester)* June 2024, – Present

* Managing customer complaints and resolving service-related issues efficiently, ensuring customer satisfaction through tailored solutions.
* Building strong customer relationships by providing high-quality support, showcasing excellent communication skills.
* Collaborating with various teams to improve customer retention and contribute to service improvements.

**CX Service Agent (International Team)**
*JD Sports, Sheffield* February 2022- February 2023

Handling customer service emails, processing orders, and managing international complaints, providing high-level support to customers in different time zones.

* Addressing complex issues regarding product returns, shipping inquiries, and product availability, ensuring customer satisfaction.
* Demonstrating excellent problem-solving abilities and communication skills while working in a fast-paced environment.

**Sales Retention Advisor**
*TalkTalk, Wythenshawe (Manchester)* | March, 2023 –August, 2023

* Lead customer retention efforts by managing inquiries, promoting products, and offering personalised solutions to meet customer needs.
* Achieved monthly retention targets by successfully addressing customer concerns and turning negative experiences into positive ones.
* Analysing customer data to offer tailored services and contribute to overall business goals.

**Warehouse Stower**
*Amazon Chesterfield, Derbyshire*| [June 2021, –December, 2021]

* Ensuring effective inventory management by storing products in an organised and accessible manner.
* Maintaining high standards of health and safety and adhering to operational procedures.
* Collaborating with team members to ensure efficient workflow in a fast-paced environment.

**Skills**

* **Customer Service & Complaint Handling**: Extensive experience handling customer queries, complaints, and feedback. Ability to de-escalate issues and find timely, effective solutions.
* **Sales & Retention**: Proven track record in customer retention strategies, promoting services, and increasing customer loyalty.
* **Digital Tools & Platforms**: Familiar with Google Analytics, SEO, social media marketing platforms (Facebook, Instagram, LinkedIn), and email marketing tools.
* **Communication & Interpersonal Skills**: Strong written and verbal communication, skilled in maintaining customer relationships and providing clear, effective messaging.
* **Problem Solving & Critical Thinking**: Adept at resolving customer issues while considering their needs and company policies.
* **Time Management & Multitasking**: Juggling part-time work with academic responsibilities while maintaining high performance in both areas.

**Additional Information**

**Languages**: I **Languages**

* **Italian**: Fluent (written and spoken)
* **German**: Intermediate (written and spoken)
* **English**: Native/Fluent
* **Interests**: Digital marketing trends, e-commerce, social media strategy, data analytics, and content creation.