

Tab 1

EHINJU BENJAMIN OLAMILEKAN

Gyel Rantya, Jos, Plateau State, Nigeria

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LinkedIn: <https://www.linkedin.com/in/ehinju-benjamin-olamilekan-6805b51a1/>

PROFESSIONAL SUMMARY

Dynamic and customer-focused professional with extensive experience in **customer service, virtual assistance, community management, data entry, and operations**. Known for delivering exceptional support and building strong client relationships across diverse industries. I bring a **proactive mindset, fast learning ability**, and a passion for creating positive customer experiences.

Interests: Networking and Community Engagement | Exploring Global Perspectives | Online Community Moderation | Team Leadership and Project Management | Data Research and Analysis

EDUCATION

J.S Tarka University, Makurdi, Benue State Nigeria 2023
Bachelor of Fisheries (B.Fs) in Fisheries and Aquaculture
Final Grade: Second Class Upper Honors

Opex Academy Lagos, Nigeria. 2020
Certificate in Community Management and Moderation
Final Grade: (Distinction)

- Developed proficiency in online data-driven community management/moderation, leveraging analytics to optimize user engagement and resolve conflicts, applicable to managing research datasets.
- Strengthened leadership and collaboration skills, fostering inclusive environments to support interdisciplinary teams in innovative projects.

Paul Epton Academy, Makurdi, Benue State Nigeria 2015
West African Examinations Council (WAEC)

SKILLS & COMPETENCIES

- **Customer Support & Communication:** Strong interpersonal skills with the ability to resolve inquiries, complaints, and technical issues through phone, email, and chat in a professional and empathetic manner.
- **CRM Tools & Data Entry:** Proficient in using CRM platforms (e.g., Zendesk, Freshdesk, HubSpot), Microsoft Excel, and Google Sheets for managing customer records, tracking interactions, and ensuring accurate data entry.
- **Virtual Assistance & Administrative Support:** Skilled in managing calendars, processing requests, and performing routine admin tasks to support efficient service operations.
- **Community Engagement:** Experience moderating and supporting online communities via Discord, Telegram, and social media, maintaining positive

engagement and handling customer concerns effectively.

- **Problem-Solving & Multitasking:** Ability to troubleshoot customer issues, prioritize tasks, and handle multiple support requests efficiently in fast-paced environments.
- **Adaptability & Fast Learning:** Quick to learn new systems, tools, and procedures; flexible in adapting to evolving customer service technologies and workflows.

WORK EXPERIENCE

1. **Community Manager, BlockFuse Labs, Jos** (NYSC) 2024 - Present
 - Fostered a vibrant community of Web 2 and Web 3 builders and developers, promoting collaboration and peaceful coexistence among staff and interns. Drove engagement through proactive chat monitoring and relationship building.
 - Organized engaging AMA sessions and meet-ups, and expanded company partnerships by forging strategic alliances with aligned organizations.
2. **Vice President Incoming Exchange(ICX), AIESEC in Benue Nigeria** 2024 - 2025
 - Coordinating national volunteer and internship opportunities aligned with sustainable development goals in Benue
 - Organized events, including AMAs and meet-ups, to boost community involvement and promote AIESEC's mission.
 - Managed partnerships with local and global organizations to enhance program impact, facilitated cross-cultural engagement, and ensured high-quality experiences for participants.
3. **Data Entry Specialist, Corporate Affairs Commission, Makurdi** 2019 - 2024
 - Accurately inputted and managed large volumes of corporate data using Microsoft Excel, Google Sheets, and internal database systems, ensuring 99% data accuracy to support operational efficiency and reporting.
 - Collaborated with cross-functional teams to verify and update records, applying attention to detail and problem-solving skills transferable to data-driven materials research.
4. **Team Lead (ICX) AIESEC in Benue, Nigeria** 2023 – 2024
 - Led a team of 7 members to coordinate national exchange programs, utilizing Asana to manage tasks, streamline workflows, and achieve program goals.
 - Facilitated cross-cultural collaboration by organizing workshops and events via google meet and Google Forms, enhancing participant engagement and program impact.
 - Analyzed program data using Microsoft Excel and Google Sheets to track performance metrics and inform strategic decisions, skills transferable to data-driven materials research.
5. **Social Media Manager/Community Moderator, Arablast Finance** 2023 - 2024
 - Moderated vibrant online communities across platforms like Telegram and Twitter, Discord ensuring positive interactions and adherence to guidelines
 - Crafted and executed social media strategies, and post to boost brand awareness and engagement for the crypto project.

- Forged strategic partnerships with blockchain and crypto organizations to expand project reach and influence.

6. **Data Entry Operator, Kajoh & Associate Law Firm** 2017 - 2020

- Efficiently inputted and organized legal documents and client data using Microsoft Word, Google Sheets, maintaining 98% accuracy to support legal operations and case preparation.
- Streamlined data, convert audio recordings to typed documents and retrieval processes by categorizing and indexing records, improving document access time by 10% for attorneys and support staff.
- Collaborated with legal teams to ensure data integrity and compliance with confidentiality protocols, applying precision and organizational skills transferable to materials science data management.

CONFERENCE/WORKSHOP ATTENDED

Uniswap V4 Community Meet Up, BlockFuse Labs, Jos, Nigeria | 2025

- Facilitated networking and knowledge-sharing for Web3 developers, gaining insights into decentralized finance protocols and community-building strategies, enhancing skills in stakeholder engagement and event coordination.

National Conference (NC), AIESEC, Jos, Nigeria | 2024

- Developed skills in strategic planning and data-driven program management, strengthening capabilities in team coordination and analytical decision-making for technical projects.

NEXLDS Conference, AIESEC, Abuja, Nigeria | 2023

- Gained advanced leadership and networking strategies, enhancing ability to manage interdisciplinary teams and foster global collaboration, applicable to materials science research.

AWARDS AND RECOGNITION

Award of Excellence, AIESEC in Benue, Nigeria | 2025

- Recognized for exceptional leadership and impact in the Incoming Exchange Functional Area, driving successful coordination of international exchange programs and fostering cross-cultural collaboration.

Tab 2

EHINJU, Benjamin

House 8 Gyel Rantya,

Jos, Plateau State, Nigeria

+2348162586607

ehinjubenjamin1@gmail.com

July, 24, 2025

Internship Coordinator

Food and Agriculture Organization of the United Nations (FAO)

Regional Office for Africa

Subject: Application for Internship Programme for Africa (RAF) – Job Number: 2500048

Dear Internship Coordinator,

I am writing to express my sincere interest in the **FAO Internship Programme for Africa (RAF)**. As a recent graduate of the **Federal University of Agriculture, Makurdi**, with a degree in **Fisheries and Aquaculture**, I am passionate about sustainable agriculture, rural development, and food security in Africa.

My academic background has equipped me with a deep understanding of the agricultural systems, environmental sustainability, and the socio-economic challenges faced by farming communities across the continent. Additionally, my professional experience as a **Community Moderator, Customer Service, Customer Support , and Data Entry Specialist** has strengthened my communication, organization, and digital skills, all of which are essential in supporting the mission and daily operations of an international organization like FAO.

I am particularly drawn to FAO's work in promoting sustainable food systems and improving the livelihoods of vulnerable populations. I believe that this internship would not only allow me to contribute meaningfully to your objectives but also help me develop my skills in a multicultural and development-oriented environment.

I am a fast learner, highly adaptable, and deeply committed to Africa's agricultural transformation. It would be an honor to join FAO in advancing its mission across the continent.

Thank you for considering my application. I am available for an interview at your convenience and can provide additional documents upon request.

Sincerely,

EHINJU, Benjamin

Tab 3

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WORK EXPERIENCE

1. Customer Support & Community Representative

BlockFuse Labs, Jos

(NYSC) 2024 – 2025

- Delivered prompt and professional support to users across multiple platforms, addressing inquiries, resolving issues, and ensuring a positive user experience.
 - Monitored online communication channels (Discord, Telegram) to maintain a helpful and respectful environment, escalating concerns as needed.
 - Built strong relationships with users through active engagement, empathetic communication, and reliable follow-up.
 - Organized interactive sessions (AMAs, meetups) to gather feedback, improve user satisfaction, and share key updates.
- Collaborated with internal teams to relay user insights and improve service delivery.

2. Customer Relations & Program Coordinator

AIIESEC in Benue, Nigeria — Vice President, Incoming Exchange (ICX) 2023 – 2024

- Provided personalized support to international volunteers and interns, ensuring smooth onboarding and a high-quality experience throughout their engagement.
- Handled inquiries and resolved participant concerns with empathy and efficiency, maintaining satisfaction and program integrity.
- Coordinated events and information sessions (AMAs, meetups) to foster engagement, share updates, and address common questions.
- Built and managed partnerships with local and global organizations, supporting seamless service delivery and collaborative problem-solving.
- Promoted cross-cultural understanding and customer-focused communication in all interactions.

3. Data Entry Specialist

Corporate Affairs Commission, Makurdi

2019 - 2024

- Accurately inputted and managed large volumes of corporate data using Microsoft Excel, Google Sheets, and internal database systems, ensuring 99% data accuracy to support operational efficiency and reporting.
- Collaborated with cross-functional teams to verify and update records, applying attention to detail and problem-solving skills transferable to data-driven materials research.

4. Customer Support & Program Coordination Lead

AIIESEC in Benue, Nigeria — Team Lead (ICX)

2023 – 2024

- Led a 7-member team in coordinating national exchange programs, ensuring timely communication, task follow-up, and service delivery through Slack and email.
- Provided direct support to participants, resolving issues, answering inquiries, and ensuring a smooth and satisfactory program experience.
- Organized virtual events and onboarding sessions using Google Meet and Forms to engage and inform participants.
- Tracked participant feedback and program metrics using Excel and Google Sheets to identify service gaps and improve overall customer satisfaction.
- Fostered a collaborative team culture focused on responsiveness, empathy, and customer-first communication.

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