

UWAGA, CHIGAEMEZU DAVID.

Ibadan, Oyo State

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Sex: Male

Marital Status: Single

CAREER OBJECTIVE

College graduate attentive to sales data. Passionate about studying how to improve performance. Seeking to leverage data analytical skills to improve corporate performance as a data analyst. Gathering more experiences and exposure through learning Industry Relevant Skills, Network with Data Scientist and Developers.

EDUCATION

2014-2018.

- **B.Sc. (Ed)**, Agric. Science Education (Economics Option) **2nd Class Honors (Upper division)**. Michael Okpara University of Agriculture (UMUDIKE).

PROFESSIONAL QUALIFICATION / CERTIFICATION

- | | | |
|--|------------------------|------|
| • Data Analytics | Side Hustle Internship | 2022 |
| • Product Management | Side Hustle Internship | 2022 |
| • Soft Skill | Jobber Man | 2021 |
| • Customer Care Representative | iSON (((XPERIENCES | 2021 |
| • Human Resource Management Associate (HRMA) | | 2018 |

SKILLS

- Proficiency in Excel | Microsoft Power BI | Power Point | Microsoft Word.
- Leadership skills
- Innovative and hard-working skills
- Multitasking ability with excellent problem solving skills.
- Ability to manage multiple projects in a fast-paced and deadline-driven environment
- Ability to maintain a high level of confidentiality in handling sensitive information
- Ability to build and cultivate relationships with a wide variety of internal and external stakeholder.

WORK EXPERIENCE:

iSON (((XPERIENCES : Ibadan, Oyo State.

Customer Service Executive (2021 till date)

Key Responsibilities:

- Welcoming customers and educating them on product and services: courteously communicating with customers on telephone calls.
- Responding to customers enquiries professionally
- Attracting potential customers by rendering selfless services to already existing customers

Unity Bank Plc: No.2 Club Road Umuahia. (2018-2020)

Key responsibilities:

- Worked as an intern with major focus on customer service unit
- Assistance with installation, registration and activation of Mobile Banking Application for customers.
- Filling/ sorting of account opening forms for customers.
- Assistance with BVN enrolment for customers.
- Managing power source with effective calculation of generator running hours.
- Maintained effective customer service ethics

AWARD AND RECOGNITIONS

- Quality Champion. (iSON Xperiences). February 2022
- Best performing Agent (iSON Xperiences). March 2022

HOBBIES:

Communication, Surfing the net, Reading, Typing, Foot-ball and Scrabble playing.

REFEREES:

Available on request