

IGWE-DONUWE FAVOUR NNEOMA

FRONT DESK/CUSTOMER SERVICE

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PERSONAL STATEMENT

Dedicated, resourceful and friendly professional with 2 years experience in business development and creating long lasting relationship with clients. I am an active person with the ability to identify customers' needs/problems, proffer reliable solutions and carry out tasks with intelligence and efficiency. I have conducted several field marketing activities and handled customers' accounts efficiently.

WORK EXPERIENCE

Whitehorse Group Limited

88, Lagos-Abeokuta Expressway,

Dopemu, Lagos.

Business Development / Administrative Officer

November 2020 – April 2021

Responsibilities

- Carried out active and field marketing strategies to generate new customers.
- Listened and responded to customers' needs and concerns.
- Drafted and responded to letters of interests/business proposals.
- Monitored incoming and outgoing visitors.
- Oversaw incoming and outgoing mails.
- Oversaw daily activities in the organization.

Beloxxi Industries Limited

8A Kudirat Abiola Way, Oregun

Ikeja, Lagos State

Marketing / Customer Care Executive

July 2019 – September 2020

Responsibilities

- Carried out active and field marketing strategies to generate new customers.
- Listened and responded to customers' needs and concerns.
- Managed distributors in a region with a team.
- Carried out successful sales activities in various markets.
- Carried out activations of new products in schools.

Success World International Limited
Alaba International Market
Ojo, Alaba, Lagos state
Sales Executive
April 2019- July 2019

Responsibilities

- Generated new customers through marketing.
- Received and properly recorded customers' orders for transactions.
- Maintained customers through active customer care services.

National Youth Service Corps (NYSC) Program
Girls High School Ugwuoba,
Enugu State
Teacher
2017 – 2018

Responsibilities

- Taught Literature in English for Senior Secondary School One (SSS1)
- Conducted and Invigilated examinations
- Counselling students on decisions concerning education and careers
- Served as house leader and records keeper for Inter house sports activities

EDUCATION

Bachelor of Arts (second class Upper)
Linguistics
University of Uyo - **2017**

French Module 1 Certificate
Nigerian French Language Village - **2011**

Senior School Leaving Certificate
Great Alpha Comprehensive College - **2010**

SKILLS AND COMPETENCIES

- Web – Microsoft Excel, Microsoft Office, Data Processing.
- Excellent documentation skill and ability to multitask.
- Communication skills, great team spirit, customer service skills.
- Quick to learn and comprehend concepts.
- Ability to work under little or no supervision and/or pressure.
- Excellent command of English language.

TRAINING & CERTIFICATION

National Youth Service Corps (NYSC) 2017

Certificate of National Service

Skill Acquisition and Entrepreneurship Development Training (SAED) 2017

Certificate of Participation

INTERESTS

Reading, Writing, Research, Networking, Travelling

CORE VALUES

Honesty, Team Spirit, Accountability, Dedication, Passion and Efficiency

REFEREES

Available on request.