

GOODNESS KANOU DEBUA

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CAREER OBJECTIVE

I graduated from Pure Chemistry department, University of Jos, Plateau State, Nigeria. A committed and determined learner who is given to personal and organizational growth. I am currently seeking a developmental position within an organization where I can utilize my skills at a level of valued impact. My passion is development, growth and management, which I plan to bring to this organization as an active team player.

EDUCATION QUALIFICATION

- ***BSc** - Pure and Applied Chemistry, University of Jos, Plateau State Nigeria - 2019
- ***WAEC**- Federal Science College Ogoja, Cross River State - May/June - 2012
- ***FSLC**- Rock Foundation Primary School Obudu, Cross River State - 2005

KEY SKILLS

In my previous career development, I worked as a customer service/Tele caller at Airtel telecommunications, and I have a notable and innate skill relating with customers of various temperaments, which has made me better in empathy and increased my emotional intelligence and ability to proffer sustainable solutions to human and work related issues. Good networking and relationship between customers and organizations was also a benefit achieved. I also have excellent written and verbal communication skills. I can work independently as well as part of a team. I can establish and maintain effective working relationships with both internal and external stakeholders.

EXPERIENCE

**KesieSkinCare, Orchid road,
Eleganza, Lagos.**

Dec. 2023- To date

Job position: Human resource/Admin officer

- Addressing workplace issues, conflicts, and fostering a positive work environment to enhance employee satisfaction and productivity.
- Establishing HR policies and ensuring adherence to legal requirements and industry regulations.
- Analyzing and planning future workforce needs, considering factors such as skill gaps and succession planning.
- Managing employee separations, conducting exit interviews and handling documentation related to terminations.
- Drafting payroll system and payroll policies

**Ucee Collections, Ikota shopping complex,
Ajah, Lagos.**

Feb. 2022–Nov. 2023

Job position: Business manager

- Client/customer relations.
- Developing ideas for sales improvement.
- Coordinating online store request and delivery.
- Ensuring general customer satisfaction.

**Airtel Telecommunications,
Jos, Plateau.**

Feb. 2021 – Jan. 2022

Job position: Tele caller

- Customer care relations.

- Enlightening customers on available product and services offered by the company.
- Manage company image to client.
- Asking questions to the customer and understanding their specifications.
- Proffering solutions or mitigating negativity on customer issues.

Fox Hotel-(Four-star Rated)

Jos, Plateau.

October 2020 – Feb. 2021

Job position: Public Relations Officer/Customer Service (Front Desk)

- Organizing and entering daily sales reports for scrutiny by the MD.
- Attending to and welcoming Guest at first contact to the Hotel
- Receiving and welcoming VIP guest into the hotel
- Channeling guest complaints to the right department and ensuring it is done □ Typing out documents for the MD.
- Monitoring sales at the hotel
- Maintains item records and forms as the corporate management and policies require.
- Maintains office organisation and maintenance while safeguarding all contracts and financial documents.
- Compiles and types statistical reports.
- Arranging meeting rooms and equipment for meetings when required.

Jos electricity distribution company, Otukpo Region.

Nov 2019 – May 2020

Job position: Human Resource and Operations

Department (NYSC).

- Bridging management and employee Relations by addressing demands, Grievances or other issues.

- Managing staff recruitment and Selection process into the organization (JEDPLC).
- Updating staff files when necessary (Documentation).
- Issuing out fuel to vehicles with Empty or almost empty tanks to enable Field workers go out and work.
- Making sure the number of litres of Fuel and their prices are properly Documented for easy vetting on monthly expenditures.
- Other duties as may be assigned.

Jos Electricity Distribution Company, Otukpo Region.

June 2020 - Oct 2020

Job position: Customer Care Unit (NYSC)

- Welcoming customers and giving them a listening ear to their complaints and calming them down especially when they are furious
- Documenting the customer's complaints and information for attention by the engineers
- Referring them to the right departments for solutions to their complaints
- Typing out the documented complaints into a system for monthly reports.
- Giving out forms to new house owners that what to electricity connection
- Advising customers that complain about not being able to keep up with the postpaid estimated bills on the best option so they can be charged exactly on the energy they consume (prepaid meter).
- Other duties as may be assigned.

HOBBIES

- Reading
- Travelling

- Aerobics
- Surfing the internet
- Researching

REFEREES:

To be provided on request