

MAGDALENE ETUAJE JOHNSON

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Objective

To enhance my skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

Education

- Federal University Of Agriculture, Abeokuta** 2019
Bachelor Of Science
- The Polytechnic, Ibadan** 2014
Ordinary National Diploma
- Odo-Ona Girls Grammar School, Odo-ona, Ibadan** 2009
Science

Experience

- Ison Experience, Dugbe, Ibadan** December, 2021 - June, 2022
Customer Care Agent (Airtel Process)
 - Managed large amount of incoming calls.
 - Provided accurate, valid and complete information by using the right methods or tools.
 - Acquired personal and customer service team KPI of atleast 90% and average handling time (AHT) of about 100.
 - Handled customer compliants, provided appropriate solutions within the time limit and followed up to ensure resolution.
 - Kept records of customers interaction, and processed customers account.
- Iho Local Government Council, Ikeduru, Imo State** June, 2019 - June, 2020
Community Health Service (NYSC)
 - Assisted in the planning, coordinating, managing and implementing supports to help clients deal with difficulties and overcome dependencies.
 - Assisted in monitoring and evaluation of clients' progress and modify treatment plans accordingly.
 - Assisted in maintaining accurate records and report on client's status.
 - Assisted in addressing each case as a unit and set tailored measurable goals.
- Federal Medical Center, Idi-aba, Abeokuta** December, 2017 - March, 2018
Social Works (3Months Internship)
 - Assisted in the planning, coordinating, managing and implementing supports to help clients deal with difficulties and overcome dependencies.
 - Assisted in monitoring and evaluation of clients' progress and modify treatment plans accordingly.
 - Assisted in maintaining accurate records and report on client's status.
 - Assisted in addressing each case as a unit and set tailored measurable goals.
- Neuro-Psychiatric Hospital, Aro, Abeokuta** September, 2017 - December, 2017
Social Works (3Months Internship)
 - Assisted in the planning, coordinating, managing and implementing supports to help clients deal with difficulties and overcome dependencies.
 - Assisted in monitoring and evaluation of clients' progress and modify treatment plans accordingly.
 - Assisted in maintaining accurate records and report on client's status.
 - Assisted in addressing each case as a unit and set tailored measurable goals.

- **Fummac Supermarket And Pharmacy Stores, Ring-road, Ibadan**
Sales Cashier

February, 2015 - April, 2015

- Received payments by cash or bank transfers.
- Issued receipt, refunds, credit/change due to customers.
- Computed and recorded total transactions for the customers.
- Established/identified prices of goods through optical price scanner.
- Calculate total payments received during a time period.

- **Dawapo Pure Water Company, Apete, Ibadan**
Production Department (4Months Internship)

September, 2013 - January, 2014

- Assisted in the production and packaging of satchet water.

- **Femmy Auto-Agency, Ogunpa, Ibadan**
Sales Cashier

September, 2011 - November, 2012

- Received payments by cash or bank transfers.
- Recorded total transactions for the customers.
- Issued receipt, refunds, credit/change due to customers.
- Calculated and recorded total payment/transactions received daily.

- **Sunny Rock Auto-Agency, Ogunpa, Ibadan**
Sales Cashier

March, 2010 - January, 2011

- Received payments by cash or bank transfers.
- Recorded total transactions for the customers.
- Issued receipt, refunds, credit/change due to customers.
- Calculated and recorded total payment/transactions received daily.

Skills

- Good Verbal and written communication skill
- Organizational Skill
- Active listening skill
- Excellent interpersonal relationship skill
- Analytical skills

Interests

- Customer Service
- Administrative Support
- Social Works

Activities

- Volunteering at humanitarian services
- Drama Projects engagement
- Surfing the internet
- Listening to music

Reference

- Available On Request - ""