

NWAFOR CHIMARAOKE OGBONNAYA

Km 145 Bodija Junction, Ojoo-Iwo road express way, Ibadan, Oyo State.

Mobile: +2347017230823; +2348032854245

Email: chymerokay@gmail.com

SUMMARY

An expert in customer service relationship with experience in the ever-demanding mobile telecommunication sector. Demonstrated high level accuracy in service interpretation, proficiency in call handling, customer relationship, service delivery in the shortest possible time and demonstrated one-call resolution in queries. Have not been found wanting in teamwork. Proficiency in MS word and Excel.

SKILLS AND STRENGTHS

- Possess high level of active listening skills and active communication skills to avoid repeating the same issues.
- Aptitude for multitasking in emergency situations.
- Good knowledge of administrative procedures.
- Professional competence to attend to the needs of the most demanding of customers while at the same time maintaining the organizational code of conduct.
- Ability to take queries and complaints; troubleshoot very well and escalate where necessary to the appropriate department for better handling.

WORK EXPERIENCE

ISON BPO, ILORIN, KWARA STATE.

CALL CENTRE AGENT (2018)

DUTIES:

- Answer courteously inbound calls.
- Respond to customer inquiries.
- Evaluate problems of the customers and provide logical lasting solutions.
- Build customer loyalty by follow-up of customer calls.
- Accurate service delivery by meeting customer needs.
- Proper cross-selling of ideas.
- Delivering a win-win situation for the agent and the customer.

CARAT24 HOTELS AND SUITES, IJESHA, LAGOS STATE.

CASHIER/STORE KEEPER (2017)

DUTIES:

- Accurate record and documentation of receipts and invoices in corresponding folders.
- Lodgment of cash into designated bank accounts.
- Accurate records in the store for prevention of loss.

- Accurate and timely entry in different requisition books.
- Establishing administrative procedures.
- To ensure safe keeping both as quality and quantity of materials.
- To initiate action for stoppage of further purchasing when the stock level approaches the maximum limit.

FIDITI GRAMAR SCHOOL, OYO, OYO STATE.
COMMERCE TUTOR

DUTIES:

- Adequate and timely preparation of lesson notes for supervision by the HOD.
- Ensuring orderliness in the school environment when scheduled to be on duty.
- Efficient and effective teaching while using corresponding teaching aids for illustration.

CERTIFICATIONS

International English Language Testing System (IELTS)	2019
“How May I Serve You” Training Certificate (MTN)	2018

EDUCATION

Michael Okpara University of Agriculture, Umudike, Umuahia, Abia State, Nigeria	
Bachelor of Science (B.Sc.) Accountancy	2014
Federal Government College, Ohafia, Abia State, Nigeria	
West African Senior School Certificate Examination (WASSCE)	2005
Aggrey Primary School, Arochukwu, Abia State, Nigeria	
First School Leaving Certificate (FSLC)	1999

SEMINARS ATTENDED

ICAN Sensitization Lecture by ICAN District, Umuahia Abia State.	March 2012
AfriHUB CaTak, Micheal Opara University Branch	September 2011

LANGUAGES SPOKEN

English and Igbo Language.

REFEREES

Provided on request.