

SULAIMAN MERCY VIVIAN
9 Itesiwaju community bako, Ibadan
(+234)8140659944 Email: degenius04@gmail.com

EDUCATION

- 2010 – 2017** **Obafemi Awolowo University, Ile-Ife, Osun State, Nigeria.**
Qualification: Bachelor of Science, BSc. Psychology (*Class of degree: 2:1*)
Relevant Coursework : Social Psychology, Applied Psychology, Clinical Psychology, Environmental Psychology etc.
- Member, Nigerian Association Psychology Students
- 2018 – Present** **Chartered Institute of Personnel Management (ACIPM In View)**
Intermediate II
- May 2016-May 2017** **Nigerian Institute of Management (NIM), CHARTERED**
Graduate member
- August– Oct 2019** **Novelle Centre, Lagos**
BPMA(Project Management)
- August 2019-Present** **University of Minnesota**
Preparing to manage Human Resource
- 2002- 2008** **Command Day Secondary School, Military Cantonment Ikeja, Lagos State.**
WAEC and NECO(With Credits)

WORK EXPERIENCE

- Sept 2019- Present** **Jumia Nigeria**
Customer Service Representative
- Nov 2018 –Aug 2019** **Justina and Sons Limited**
Logistics and Procurement Officer
- May-Nov 2017** **McTimothy Associates Management and Consulting Company**
Customer/Client Associate
- Handle 30+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information and canceling services when necessary.
 - Received an average of 85% customer satisfaction rating to date, 15% higher than company average. Research complicated cases without prompting to provide more comprehensive service to customers.
 - Suggested a new tactic to persuade cancelling customers to stay with the company resulting in a 5% decrease in cancellations.
- June-Nov 2017** **McTimothy Associates Management and Consulting Company**
Human Resource Intern
- Implement effective HR policies to ensure all practices are in compliance with labor and employment regulations
 - Assisted in recruitment and scheduling of interviews for outsourced firms.

ACHIEVEMENT AND VOLUNTARY ACTIVITIES

- Awarded best personal community development project in Enagi, Mowka zone, Niger State.
- Assisted students in the Faculty to prepare for examinations

SKILLS (Things related to the examples below you may add some and remove if it is not applicable to you)

Excellent written and oral communication skills	Outstanding analytical and problem solving skills
Teaming skills	Human Resource Skills
Teaching skills	Leadership skills
Administration skills	

OTHER INFORMATION

- ✓ **Computer software skills include the following:**
 - Basic knowledge of Microsoft Word and Excel and SPSS.
- ✓ **Conference attended:**
 - Thinkation (2019), Future Leadership Conference (2018)
- ✓ **Knowledgeable in:**
 - Microsoft Presentation
- ✓ **Extra-curricular activities:** Reading and Playing games.

Referees:
Available on request.