

# Daniels Osinachi Nwangwu

Location: Ibadan, Oyo State

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## Professional Profile

High-energy Supervisor who is successful in building and motivating dynamic teams. Cultivates a company culture on which staff are comfortable as well as contributing new ideas that drive company growth. An organized and diligent individual with excellent communication and interpersonal skills. Proficient ability to lead a team, adapt well in a new environment and learn new processes to improve on existing skills and achieve an outstanding result.

## Career Summary

**November 2019 - Feb. 2020**

**Opay QR, Ibadan, Oyo State  
Field Operations Supervisor**

### *Key Responsibilities*

- Planned and oversaw team operations in Ibadan
- Conducted scheduled and impromptu evaluations to assess work performance
- Maintained optimal levels of customer service through effective assessments, oversight and problem solving
- Managed and updated database detailing important information such as Merchant's authenticity and contact details using Excel
- Applied interpersonal and customer service skills in serving as point of contact for customers on product knowledge and how to use the Opay QR application
- Efficiently completed over 20 Merchants visitation daily under strict timelines and budget

**March 2019 – Oct. 2019**

**iSON BPO Int'l, Ibadan, Oyo State  
Customer Care Representative (MTN CCR)**

### *Key Responsibilities*

- Updated customer accounts and system database with latest details to support accuracy and efficiency in future interaction
- Compiled customer feedback and recommended service delivery improvements to management
- Coordinated timely responses to online communication and researched complex issues
- Achieved 85% satisfaction rating through consistent, proactive resolutions of customer issues on first call
- Evaluated customer information to explore issues, develop potential solutions and maintain high quality service
- Answered average of 180 calls per day, addressing customer inquiries, solving problems and providing product information
- Defused customer concerns with exceptional conflict and problem resolution skills
- Logged call information and solutions provided into CRM database

**October 2018 – October 2019    Sacred Heart Secondary School, Ibadan, Oyo State  
NYSC PPA – Teacher**

*Outline*

- Conducted tutorials to help build students' reading skills
- Supervised weekly attendance of class students in order to avoid deliberate absenteeism
- Taught the students Literature in English

**Nov. 2012 – Feb. 2013    JD's 4Seasons Fast Food and restaurants, Lokoja, Kogi State  
Sales officer**

*Outline*

- Delivered an excellent customer experience in helping the customers make the right choice of product and/or service for their requirements
- Maintained a friendly manner, calm and positive behaviour when handling complaints

**Skills**

- Schedule management
- Operations support
- Excellent problem-solving abilities
- Microsoft office
- Team leadership
- Customer service skill
- Communication skill
- Customer Lifecycle Management (CRM)

## **Education & Qualifications**

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- **Bachelor of Arts, Theatre and Film Studies** – University of Port Harcourt – 2017
- **West African School Certificate Examination** – Izzi High School - 2010
- **First School Leaving Certificate** – Ndukwe Primary School - 2004

References available on request

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