

FAVOUR IGBUNU ONOJIERUO

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-----PROFESSIONAL SUMMARY-----

- Talented Sales/Customer Service Executive bringing one year of retail experience focused on maximizing business success by capitalizing on sales and service opportunities.
- Complex problem solver with an analytical and driven mindset. Dedicated to achieving demanding development objectives according to tight schedule while producing impeccable code.

-----SKILLS-----

- Issues resolution
- Communication skills.
- Sales and marketing strategies.
- CSS proficiency.
- HTML expertise.
- JavaScript Proficiency
- Microsoft Excel Expertise
- Microsoft office suit expertise
- WordPress Developer
- Product expertise and knowledge

-----WORK HISTORY-----

Sales Support Executive(Customer Service Support). 11/2018 to 12/2019.

Union Bank of Nigeria – Ughelli, Delta State.

- Forged and nurtured impactful relationship with customers to cultivate loyalty, boosting customer satisfaction rating by over 100%.
- Conferred with customers to understand needs and make targeted product or service recommendation.
- Greeted customers and offered the needed assistance all the time spent in the banking hall therefore making their business visit memorable.
- Increased customers satisfaction and repeat business through relentless pursuit of resolutions to problems arising from product or service, protecting the bank reputation and loyal client base.
- Achieved sales goals and service targets by leveraging interpersonal communication skills and product knowledge to cultivate and secure new customers relationships.

TEACHER, 04/2018 to 11/2018

GLORYLAND COLLEGE – Ughelli, Delta State.

- Boosted student grasp of materials with weekly tutoring sessions.
- Administered assessment to determine each student's specific educational and social needs.
- Reviewed curriculum and devised alternate approaches to presenting lessons to increase students understanding.

TEACHER, 11/2016 to 10/2017

NATIONAL YOUTH SERVICE CORPS – GDSS-Ajiwa, Batagarawa Katsina State.

- Boosted student grasp of materials with weekly tutoring sessions.
- Administered assessment to determine each student's specific educational and social needs.

- Reviewed curriculum and devised alternate approaches to presenting lessons to increase students understanding.

INTERNSHIP STUDENT, 06/2012 to 12/2012

TRANSCORP POWER PLC – Ughelli, Delta State.

- Communicated effectively with management and instructors and openly accepted critiques and suggestions for areas of improvement.
- Took part in the design of web solutions and upgrade of existing ones to ensure the control room systems were operating effectively.
- Conducted thorough inspections outside of control rooms to quickly identify and address concerns.
- Took hourly system readings of electricity generated and related such with the National Control Center at Oshogbo.
- Adhered to established policies, procedures and compliance for satisfactory audit rating.

-----**EDUCATION**-----

Bachelor of Science: Industrial Physics, 2014.

Ebonyi State University- Abakaliki, Ebonyi State.

-----**PROFESSIONAL CERTIFICATIONS**-----

- Professional Conduct and Ethics Certification, 2019.
Chartered Institute of Bankers of Nigeria.
- Management Strategies for People and Resources.-2016.
Yali Network, United States Department of State.

-----**PERSONAL ATTRIBUTES**-----

- Ability to work with or without supervision.
- Strong leadership ability and a good team player.
- Confident, fast learner and interpersonal skills
- Great commitment towards assigned job and with the ability to achieve set targets.

-----**REFEREES**-----

Dr Ekwetefia Isaac

Medical Director, I.Q Medical Laboratory.

Ughelli, Delta State.

08077808670.

Mr Nsika Udoh Elijah

Head of Operations,

Union Bank, Ughelli, Delta State.

08038711919.

Mr Emmanuel Jamgbadi

Former Branch Manager,

Union Bank of Nigeria, Ughelli, Delta State.

08052054640.