

UNAJI KELECHI CLEMENTINA

**Contact Address: E47, Akingbade Akintola Area New Gbagi Old Ife
Road, Ibadan**

Oyo State, Nigeria

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SUMMARY

- I have a very positive attitude to work, I also see challenges as an avenue to improve my competence.
- Superb communication, facilitation and writing skills.
- Proficient in Microsoft Office Packages (Word, Excel, Access)

MISSION STATEMENT

I am proactive, disciplined and willing to cooperate with this organization objectives and policies. I am determined to use my potentials to achieve greater accomplishments.

PROFESSIONAL EXPERIENCE

Position:- Customer Service Representative

2021

Organization:- iSON BPO (outsourcing)

SUMMARY

- Managing income calls and customer service inquiries
- Identifying and assessing customers' needs to achieve satisfaction
- Provide accurate, valid & complete information by using the right methods/tools
- Provide products/service information to the customers'
- Handle customer's complaints, provide appropriate solutions and alternatives within the time units, follow up to ensure resolution.
- Time Management.

Position:- Administrative assistant January 2018-April 2018

Organization:- D. Concept

Summary:-

- Provide day-day support to staff
- Documentation of office projects
- Providing secretarial supports
- Managing company's information on designated data base

Position: Secretary 2017

Organization:- Brayco

Summary:-

- Book keeping
- Preparing and reconciliation of company's account
- Provide day-day support to staff
- Support in documentation of all finance related document.

EDUCATION AND TRAINING

- Federal corporative College Oji –River, Enugu
Nigeria:- Cooperative Economics and Management (HND)
- Determination concept Onitsha Anambra Nigeria
Training (Diploma in Computer)
- iSON BPO Ibadan, Oyo State training
(Customer Service Representative)
- Gipps Secondary School G.R.A Onitsha
Senior School Leaving Certificate
- NYSC certificate

SKILLS

Customer service

Excellent good communication

Team work

Fast learner

Proficient in Ms word and excel

