

MONDAY EMMANUEL EFFIONG

6, Odeshola Street, Ijoko, Ogunstate, Nigeria. 09041673118

I am an organized, goal driven, and result oriented individual who's thorough, critical and precise approach to work has yielded excellent results. I am building my career as a software developer.

2018 – 2020 ADEBABS TRAVELS AND TOUR, LAGOS, NIGERIA

OFFICE OPERATIONS ASSOCIATE

- Oversee day to day activities/operations of a team of 4 members.
- Create impromptu and long-term solutions to arising day to day operations.
- Manage Customer Support staff as well as provide Customer Support services.
- Put together a monthly customer feedback and operations report.
- In charge of preparing staff monthly payroll.
- Managing company partnerships with ticketing companies.
- Providing suggestions based off research and customer feedback.
- Lead a team of two to develop sales and business development strategies.

2016 – 2018 MISSION TRAVELS AND TOUR LIMITED, LAGOS, NIGERIA

CUSTOMER SUPPORT REPRESENTATIVE

- Communicating organization's value proposition to clients and non-clients.
- Attending to customer's enquiries, needs, complaints and attaining a resolution in the shortest possible time, through emails and phone calls.
- Performing Customer routine follow up check on business deal propositions and services provided.
- Providing short content for the company's Social Media platforms based off user's interests and feedback.

EDUCATION AND CERTIFICATION

- National Diploma (ND) in Business Administration (Upper Credit), Moshood Abiola Polytechnic - (2018)
- Departmental Head of Committee, for incoming Students Orientation Program – (2017)
- Basic Ticket and Reservation Training, Amadeus Training Centre (Global Distribution System) – (2011)

SKILLS

- Proficiency in G-Suite.

- Management and Leadership Skill
- Communication skills
- Design Skill