

# JOHN JOB, UKO

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## PROFESSIONAL SUMMARY

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Customer Support and Account Management professional with over 3 years of experience, currently excelling in a fintech startup environment. Proven track record in delivering exceptional customer onboarding, technical troubleshooting, and client retention — achieving 90% customer satisfaction and resolving 95% of escalated issues within 24 hours. Skilled in managing client relationships, cross-functional collaboration (including international clients), and maintaining 99% data accuracy in high-volume environments.

Adept at driving customer loyalty through proactive engagement and personalized support. Holds a B.Sc. degree and multiple certifications in Customer Service Essentials, People Analytics, and Time Management. Now seeking growth opportunities in Customer Success or Account Management roles, where strong interpersonal, analytical, and problem-solving skills can contribute to customer-centric business success.

## SKILLS

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### Technical skills:

- Microsoft Office Suite (Word, Excel, Powerpoint, Outlook, One note, Ms 365, Teams)
- Google Workspace (Gmail, Drive, Docs, Meet, Chat, Calendar, Forms, Tasks, Classroom)
- Social media platforms
- Technical troubleshooting
- Prompt engineering

### Analytical skills:

- Data entry
- Data analysis
- Critical thinking

### Soft skills:

- Excellent communication
- Creative approach to problem-solving
- Customer service orientation
- Patience and empathy
- Emotional intelligence
- Attention to details
- Time management skills
- Adaptability
- Excellent organizational skills
- Excellent team player
- Great interpersonal skills
- Proven leadership skills

## WORK HISTORY

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### **My Ecurrency Nigeria Ltd**

May, 2024 – Present

#### **Position: Customer Support/Account Officer**

- Resolved 95% of customer complaints within 24 hours
- Prioritized customer interests, ensuring seamless transactions
- Detected forged receipts and duplicate transactions
- Collaborated with foreign clients across multiple channels

### **Guru Coding Academy**

December, 2023 – May, 2024

#### **Position: Sales Intern/Customer service**

- Led successful campaign awareness, converting leads to sales
- Nurtured leads to close deals
- Fixed customer complaints with professionalism

### **KC Gaming Center**

September, 2015 – December, 2018

#### **Position: Customer Support/Account Officer**

- Settled customer complaints, ensuring 90% satisfaction rate
- Monitored transactions for signs of fraud or suspicious activity
- Reconciled daily transactions, identifying and correcting discrepancies
- Identified and escalated complex or unresolved issues to higher-level support
- Employed critical thinking and problem-solving skills to address and resolved customer issues effectively.
- Escalated a cyber attack on the organization's account
- Discovered a fraud attempt by a customer

- Built a commendable customer relationship

## **EDUCATION**

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<b>Bachelor of Science in Pure and Applied Zoology</b>	December, 2023
Federal University of Agriculture, Abeokuta, Ogun state	

## **CERTIFICATES**

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National Youth Service Corps (NYSC)	March, 2025
Jobberman Softskills Training	March, 2025
Customer Service Essentials (Great Learning)	February, 2025
Time Management for Personal & Professional Productivity (Coursera Project Network)	February, 2025
Business Analysis & Process Management (University of California, Irvine (Coursera))	February, 2024
People Analytics (University of Pennsylvania, Coursera)	February, 2024

## **REFEREES**

Available on request