

CONTACT

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DATE OF BIRTH

12th of May,1999.

EDUCATION

B.Sc Employment
Relations & Human
Resource Management
University of Lagos,
Lagos.
(2016-2021).

SKILLS

- Microsoft Office (Word, Excel & Power point)
- Problem solving
- Creativityand Innovation
- Customer service
- Team work
- Time management and organization.
- Excellent Communication

CERTIFICATION

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ACIPM in view.

LANGUAGES

English Igbo

MARYJANE ASITA

PROFILE

A dedicated professional with demonstrated strengths in customer service, time management and trend tracking. Also good at rectifying problems and building effective solutions. Excellent verbal and written communicator with strong background building positive relationships and exceeding goals.

WORK EXPERIENCE

National Identity Management Commission (December 2021 – November 2022)

Operations Analyst, Ile-Ife, Osun.

- Providing prompt responses to customers queries and inquiries.
- Processing forms, applications and request promptly and effectively.
- Providing professional customer support by collecting and acting upon feedback from customer.
- Helped employees overcome problems and challenges through advice and guidance.
- Maintained team productivity with well-stocked and organized office supplies.
- Assisted in skill pool by identifying staffing needs and advising management on hiring decisions

Jumia Nigeria (September 2021 – November 2021)

Customer Service Personnel, Sabo, Lagos.

- Responding promptly to customers' inquiries while maintaining a positive, empathetic and professional attitude towards them.
- Maintaining a detailed up to date product knowledge, to better handle customers.
- Processing forms, order, application and request.
- Ensuring customer satisfaction while providing professional customer support.
- Referred unresolved customer grievances to designated departments for further investigation.

Simax Limited (October 2018 – August 2020)

Customer Service Personnel, Palmgroove, Lagos.

- Assisted with the administration and operation of the fast paced retail venture.
- Ensured customer satisfaction with company's product and services.
- Fostered customer loyalty by effective customer service.
- Processed customer exchanges, refunds and bill adjustments to correct product or service problems.
- Kept records of customer interactions or transactions, recording details of inquiries and actions taken.
- Conferred with customers by telephone or in-person to provide solicited sales of new or additional services or products.