**ESTHER U. IFEMEGBUNAM**

**Email**: [Omalichanwalor@gmail.com](mailto:Omalichanwalor@gmail.com) **Phone**: +2348180980582, +2348057210701

**Objective**:

To enhance my professional skills, capabilities, and knowledge in an organization that recognizes the value of hard work and trusts me with responsibilities and challenges. I aim to obtain a position of responsibility that utilizes my skills and experience in an environment that fosters personal and professional growth.

**Personal Statement:**

I am an energetic, ambitious, and talented individual who is dedicated to making a remarkable impact in any organization through hard work, commitment, diligence, and team spirit. I possess versatility, analytical thinking, and a goal-driven mindset, allowing me to quickly grasp complex issues and develop effective solutions. I am eager to work in a friendly yet challenging environment.

**Achievement:**

Successfully managed a team of 15 individuals for an event with over 100 attendees, effectively coordinating all assigned tasks and ensuring a successful outcome.

**Education:**

B.Ed. in French Education Tai Solarin University of Education **2016- 2020**

West African Senior School Certificate Examination (WASSCE) Harrobs College **2008 - 2014**

**Experience:**

**Telemarketing | TD AFRICA 2023**

**Responsibilities:**

- Interacted with prospective customers converting them to and promoted product sales.

- Addressed customer inquiries regarding products and services.

- Managed a database of contacted customers and maintained a list of those who prefer not to be contacted in the future.

- Documented customer interactions and maintained records of contracts.

- Increased the websites traffic and sales conversion by persuading customers to utilize the company’s official website

- Conducted forensic analysis on customer behavior and customer satisfaction analysis for result oriented marketing and business decision making.

**Sales Representative | Onyiscent 2020**

**Responsibilities:**

- Conducted one-on-one interactions with customers, wholesalers, and retailers.

- Assisted and helped resolve customer queries.

- Organized products for packaging and delivery.

**Brand Ambassador | Tequila Nigeria LTD 2017**

**Responsibilities:**

- Conducted product publicity including one-on-one interaction with the general public.

- Recorded field event data and performed data entry.

**Secretary | Triple Comfort Company 2015**

**Responsibilities**:

- Typed and modified documents for business name registration.

- Assisted in the registration of business names.

- Collected approved business name certificates.

**Certifications:**

- Customer Experience Management **2023**

- French Language Study Certificate - Institute Universitaire Panafricain (IUP) **2018**

**Skills and Proficiency**

-PowerPoint, Outlook, Canva, MS Word, Excel, and other Microsoft business applications.

- Multi-tasking

- Responsibility

- Critical thinking

- Debt Management and Recovery

- Good Decision Making

- Leadership Skills

- Project management

- Customer service

- Research

- Public speaking

- Team leadership

- Multi-tasking

- Strategic planning.