

OWUAMA CHUKWUWEIKEM MARTINS

Professional Summary

Ambitious, detail-oriented, and quick learner with a proven ability to adapt to dynamic environments and deliver results. Skilled at applying knowledge and technical expertise to achieve organizational objectives efficiently. Passionate about continuous improvement, collaboration, and driving excellence through innovative problem-solving.

Personal Data

Email address	owuamachuks@yahoo.com
Phone number	+234 813 757 7286
Date of Birth	4th January, 1997
Address	10 Dollarfill Oriokuta, Agric, Ikorodu, Lagos
Languages	English and Igbo

Interpersonal Skills

Adaptability
Communication
Critical Thinking
Customer Service
Leadership
Project Management
Teamwork

Work Experience

Customer Care Representative

Outcess [Spectranet] — Ikeja, Lagos state

02/2025 – 05/2025

- Proactively contacted customers regarding expired subscriptions and promoted ongoing promotions to drive renewals and engagement.
- Assisted customers efficiently with subscription renewals, ensuring a seamless process and high satisfaction.
- Provided first-line technical support, accurately documenting and escalating complex issues to the technical team using CRM software.

Quality Control Manager

Kiara Rice Mill — Kpatswa, Niger state

08/2024 – 12/2024

- Ensured compliance with quality standards and operational procedures throughout the production process.
- Developed and implemented quality control systems to improve efficiency and product consistency.
- Conducted regular inspections, audits, and testing to identify and address potential quality issues.

Corps Member

Anglican Model Primary and Secondary School — Jebba, Kwara state

12/2023 – 10/2024

- Trained students on the basic operations and maintenance of equipment in a public water treatment plant.
- Researched and developed new teaching techniques for the new generation students with more graphical representations of the curriculum.
- Organized and facilitated extracurricular workshops to foster practical problem-solving skills and teamwork among students.

Personal Assistant

Baby Cloth and Shoe Ltd. — Ketu, LAGOS

08/2015 – 10/2016

- Managed and organized professional documents, ensuring efficient filing and accessibility.
- Facilitated effective communication with customers, contributing to improved business operations and customer satisfaction.
- Handled basic banking and bookkeeping tasks to support financial accuracy and smooth operations.

Education

Bachelor of Science (Hons.) Religion and Cultural Studies

Second Class Lower Grade

University of Nigeria — Nsukka, ENUGU (Class of 2022)

2017 – 2022

West African Senior School Certificate (WASSCE)

Command Secondary School — Ipaja, LAGOS

2006 – 2014

Technical Skills

Microsoft Office

HTML

CSS

JavaScript

React.js

TailwindCSS

TypeScript

Leadership Experience

Community Development Service President

Federal Road Safety Corps (FRSC) — Jebba, Kwara state

12/2023 – 10/2024

- Led the FRSC Community Development group, coordinating activities to promote road safety awareness and community engagement.
- Organized and implemented outreach programs, seminars, and campaigns to educate the public on traffic regulations and safety practices.
- Managed a team of corps members, delegating tasks and ensuring effective collaboration for successful project execution.

Certifications

National Service

National Youth Service Corps — Jebba, Kwara state

2024

Bachelor of Science (Hons.) Business Administration

University of Nigeria — Nsukka, Enugu state

2022

References

Can be available upon request.