

PRECIOUS CHIAMAKA GABRIEL

CERTIFICATION

National Youth service corp(NYSC)

Teachers registration council Of
nigeria(TRCN)

Basic financial education (Kudimata)

Soft skills training
certification(Jobberman)

Technical Writing(Saylor Academy)

Data entry tools and
techniques(Alison)

Skills build(IBM)

Customer support
fundamentals(Cousera)

Fostering online customer
relationships(Jobberman)

Customer Service
excellence(Jobberman)

Ai career essentials(ALX)

Virtual Assistant Programme(ALX)

Google project management
certificate(Cousera)

VOLUNTEERING

Data Entry Intern(Remote)

Tekscoop

01/2023 - 07/2023

My key responsibilities as an intern was to input data from various sources, any one I get from my Internet research, I accurately enter such data into the system using spreadsheets.
2. Verify data for errors or discrepancies.
3. Updated and review existing data records.
4. Learn and adhere to data entry guidelines and procedures.

EDUCATION

Bachelor's degree in Art Education, English Language and Literary Studies

University Of Nigeria Nsukka, Enugu

11/2016 - 07/2021

SKILLS

Excellent communication and interpersonal
skills

Time management, problem solving and
organizational skills

Online presence management

Basic computer skills(Microsoft
office, Google suite, Data entry, Internet
research and CRM software).

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SUMMARY

Dedicated and versatile individual with a background in English Education. Experience in teaching, customer service and administrative support. Proven track record of handling and delivering office tasks, managing online presence and providing top tier customer support in fast paced environments. Highly adaptable and detail oriented with a strong communication and problem resolving skills to enhance organizational efficiency and customer satisfaction.

EXPERIENCE

Sales Manager

07/2014 - 08/2016

Daily Needs Supermarket

Ojodu, Lagos

Dealers in sales of groceries and household items.

Maintained appropriate filing of personal and professional documentation.

Responded to emails, calls and other correspondence to facilitate communication and enhance business processes.

Aided executive in personal tasks such as scheduling appointments or running errands when needed.

Displayed absolute discretion at handling confidential information.

Facilitated smooth office operations by managing supplies inventory and overseeing maintenance requests.

Customer Support Representative

08/2020 - 07/2022

KC Gaming Network

Imo, Nigeria

A Gaming Gadget Retail Company

Provide High level customer service and support for customers, addressing inquiries, troubleshooting issues, both for first time and existing customers, and facilitating product returns and exchanges.

Handled both in person and remote support, ensuring customers satisfaction and retention.

Answered high volume calls, resolve product related complaints, exceeded performance metrics by ensuring that each issue is dealt with in a timely and professional manner.

Collaborated with team members to achieve sales target by offering knowledgeable insights into product offerings such as the refer and earn package during upselling opportunities to both first time and existing customers, leading to 30% sales profit till date.

Initiated proactive follow-ups with clients to ensure their needs were met after initial interactions to ensure customer satisfaction and loyalty.

Demonstrated excellent Communication skills while meditating disputes between customers and other departments.

Teacher Facilitator

11/2022 - 11/2023

Anibor Standard Secondary School

Delta, Nigeria

Taught English language, both oral and written, and literature concepts to students, using diverse teaching methods to foster interactive learning activities and experience to students.

Developed strong relationships with students, parents, and colleagues by maintaining open lines of communication and fostering a supportive learning environment.

Managed classroom behavior effectively by establishing clear expectations, modeling appropriate conduct, and consistently enforcing established rules and consequences.

Enhanced classroom engagement through the use of interactive teaching methods, such as group work and peer reading to assist struggling students.

Maintained accurate records of student progress, attendance, and behavior to facilitate ongoing communication with parents about their child's educational journey.

Developed and implemented lesson plans, evaluated learners performance through formative and summative assessment, and record each learners performance in the data based provided for it.

EXPERIENCE

Remote Data Annotator

10/2022 - 07/2024

[Mind Rift](#)

Ensured adherence to data privacy policies while handling sensitive information during the annotation process.

Enhanced data accuracy by meticulously annotating and labeling various data images.

Contributed to the development of AI algorithms through precise data annotation