# ANDREW UGBEDE-OJO OBADIAH

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## Personal Details

* **Marital Status:** Single
* **Nationality:** Nigerian

## Professional Summary

Graduate of Political Science with Sales and Business Relationship Management skills. Possesses excellent customer service, communication, and interpersonal skills. Looking forward to working in an environment that encourages success and professional growth, ensuring that goals and objectives are collectively achieved for maximum organizational effectiveness.

## Education

* **National Youth Service Corps (NYSC)**  
  Certificate of National Service — 2023
* **Kogi State University (KSU)**  
  Bachelor’s Degree — 2022
* **High School Certificate** — 2018

## Experience

**Classroom Teacher** (2023–2024)

* Taught students detailed topics related to the assigned subject.
* Provided comprehensive lesson notes for students/pupils.
* Regularly checked student notes to ensure updates.
* Conducted in-class practice sessions.
* Ensured availability and proper use of learning materials.
* Maintained accurate academic records of students.
* Assigned and graded assignments and tests.
* Created a positive learning environment to develop student interest.

### CAjin Living Waters, Abuja FCT

**Admin Officer (Operations)** (2022–2024)

* Managed customer feedback to enhance customer experience.
* Responded to and resolved customer enquiries and complaints through various support channels.
* Monitored and analyzed customer feedback.
* Oversaw the Customer Service Team and conducted training and orientation for new employees.
* Improved customer retention by monitoring trends and improving customer experience.

### Lekki Swiss Property Development Ltd., Lagos State

**Customer Service/Sales Representative** (2022)

* Welcomed customers professionally and handled queries and enquiries.
* Performed up-selling and cross-selling of products through cold calling and follow-ups.
* Handled payment-related issues and ensured customer requests were resolved.
* Responded to office tasks such as handling messages, emails, filing documents, and circulating memos.
* Treated customer service issues to promote long-term business relationships.
* Raised internal memos and maintained proper filing systems.

## Administrative Skills

* Business Relationship Management Skills
* Stock and Inventory Management Skills
* Customer Relationship Management Skills
* Problem Solving, Analytical, and Client Management Skills
* Adaptability to Organizational Changes and Policies
* Effective Communication and Interpersonal Skills
* Attention to Detail and Ability to Analyze Complex Issues
* Time Management and Decision-Making Skills
* Open to Learning and Organizational Skills

## Job Skills and Achievements

* Customer Service Relationship Skills
* Ability to Engage Customers and Resolve Complaints Professionally
* Administrative Support Skills: Scheduling meetings, report writing, document filing
* Handling Enquiries and Providing Satisfactory Feedback to Improve Business Relationships
* Maintaining Confidential Information Securely
* Excellent Communication and Interpersonal Skills
* Collection and Analysis of Customer Feedback to Enhance Services
* Cold Calling, Responding to Emails and Phone Calls, Improving Customer Feedback
* Sales and Negotiation Skills: Achieved over 30% increase in sales within three consecutive months
* Maintaining Excellent Communication to Strengthen Business Relationships

## References

Available on Request.