

**UDOH, FRANCIS UMOH**  
IKOT OBIOMA, USUNG INWANG  
ETIM EKPO LOCAL GOVERNMENT AREA, AKWA IBOM STATE  
*Tel: 08144010246 E-mail:francis4udoh@gmail.com*

**OBJECTIVE:** To be an accomplished information technocrat while offering customized solutions to management and business contemporary issues in an environment that supports professional development of it workers and products.

**WORKING EXPERIENCE**

2018 – date                      Hotels.ng (*An Online Hotels Reservation Agency*)  
**Job Title:** Customer Service Executive  
**Job Description:** Resolve customer complaints via phone, email, mail, or social media. Use telephones to reach out to customers and verify account information. Greet customers warmly and ascertain problem or reason for calling. Assist with placement of reservations, refunds, or exchanges.

2018                                National Youth Service Corps (NYSC)  
Boy's Technical College, Aba North, Abia State  
**Role:** ICT Administrator/Instructor

2018                                National Youth Service Corps (NYSC)  
  
Master Building Secondary School, Aba North, Abia State  
**Department:** Humanities  
**Role:** Teaching  
**Job description:** Thought Students Civic Education and Agricultural Science

2018                                National Youth Service Corps (NYSC) (*Independence Corruption Practices and Others Related Offense Commission (ICPC CDS GROUP)*) Aba North, Abia State  
  
**Role:** General Secretary

2018                                Redeemed Christian Corpers' Fellowship (*Christ Redeemer Ministry*), Aba Zone, Abia State  
  
**Role:** General Secretary.

2013                                Integrated Centre for Development and Research, Ikot Ekpene, - Akwa Ibom State  
**Role:** Web Administrator

**PERSONAL PROFILE**

Date of Birth	-	23 <sup>rd</sup> October, 1993
Marital Status	-	Single
Local Government Area	-	Etim Ekpo
Religion	-	Christianity
Nationality	-	Nigeria

## EDUCATION AND QUALIFICATION

2017	Higher National Diploma (Upper Credit: <i>Computer Science</i> ) Heritage Polytechnic, Eket, Akwa Ibom State	
2015	National Diploma (Upper Credit: <i>Computer Science</i> ) Heritage Polytechnic, Eket, Akwa Ibom State	
2008	St. Franis Secondary School (SSCE) Ucep, Cross-River State	-

## PROFESSIONAL TRAINING AND CERTIFICATES

2018	British Project Management	
2018	Health, Safety and Environment (HSE 1,2,3 )	
2018	Certificate of National Youth Service, NYSC Abia State	
2018	Certificate of Membership British Project Management Academy, Wales	
2018	Certificate of Achievement Rahn Wesley Institute of Management	
2018	Certificate of Completion Basic First AID/CPR (Novelle Center, Lagos, Nigeria)	
2018	Certificate of Completion Department of Petroleum Resource, Nigeria)	

## OTHERS CERTIFICATION

- St. Patrick Computer Institute- Computer Proficiency and use of Internet  
Ikom, Cross River State
- Information Technology Centre - CCNA (Networking) & Web Development  
Warri, Delta State

## ORGANIZATIONAL SKILLS

- Good negotiation skills;
- Excellent verbal and written skills;
- Good communication skills, able to put views across confidently and assist better team relationship.
- Strong skills in helping others with problem solving in both work and non-work situations.
- Good interpersonal skills
- High sense of responsibility and an uncompromising commitment to work.
- Passion to share talents in order to make a difference.
- Readily accept responsibilities and work with less supervision

## INTERESTS

Reading, writing, researching, teaching, travelling and meeting people.

## REFEREES

### ENGR. UDOH ALBERT

Site Engineer, Copperfield Oil and Gas,  
Abu Dhabi, United Arab Emirates.  
Tel: +971547523317

### ENGR. WISDOM SUNDAY UBOM

CEO: Wissun Motors Limited,  
Port Harcourt, River State.  
Tel: 08032357702