**IKEH, MERCY JOHN**

Uyo, Akwa Ibom State,Nigeria

mercyjay41@gmail.com/(+234)7065104008

**PROFILE:** Over three years professional experience in sales, customer service and data computation and basic analysis, with a track record that clearly demonstrates my skills and qualifications, adept analysis of the Forex market and consumer market.

**PERSONAL DATA Date of Birth:** 27th May, 1999

**State/L.G.A of Origin:** Ebonyi State/Ohaozara

**Nationality:** Nigerian

**Religion:** Christianity

**Marital Status:** Single

**Language Spoken:** English, Igbo and Ibibio

**EDUCATIONAL INSTITUTION**

**ATTENDED WITH DATES**

**Primary School**

Government Primary School, Ikot Ntuen Oku,

Uyo, Akwa Ibom State *2005-2010*

**Secondary School**

Cornelia Connelly College, Afaha Oku, Uyo,

Akwa Ibom State *2010-2017*

**University**

University of Uyo, Uyo, Akwa Ibom State *2017/2018*

Pipminds Academy, Uyo Akwa Ibom State *June 2020–Sept. 2020*

OTIZ Keepers *October, 2020*

**ACADEMIC QUALIFICATIONS**

**WITH DATES** F.S.L.C. *2010*

W.A.S.C. *2017*

Bachelor of Science (BSc) in Computer Science in-view

Certification of Completion of Pipminds Forex Basic and Intermediate Courses NCMD Accredited Certification on Workshop on Team Building for Peak Performance via Otiz Keepers *2020*

**WORK EXPERIENCE Youth Alive Foundation**

*Volunteer/P.R.O 2018-2020*

*Host meetings, Check up on other volunteers, Go on public services*

**Click Wear**

*Sales Personnel/Affiliate Marketer 2018 -2020*

* Creating contents for marketing and social media marketing of products
* Promote company’s products to prospective clients
* Compile informed report to guide all marketing related efforts
* Indulgenze hair and beauty brand
* Brand representative

**Pipminds International Limited** *2020 – 2021*

*Intern*

* attending and learning successfully complete Pipminds Forex basics and intermediate courses at Pipmind Academy

*Investment Affiliate Marketer*

* Creating contents for marketing and social media marketing of the company’s investments packages
* Promote company’s investments to prospective clients
* Compile informed report to guide all marketing related efforts

*Partnership Department Secretary and Assistant*

* data analysis and compilation of partners finances and profits
* Manage existing clients and their data/information
* Compiling all partners profiles and investments
* Perform administrative task, including filing and photocopying

*Partnership Department and company front desk officer and customer relations officer*

* Establishing and maintaining good and satisfactory relationship with company’s partners and investors.
* data analysis and compilation of partners finances and profits
* Manage existing clients and their data/information
* Compiling all partners profiles and investments
* Calling clients and receiving all partners calls, complaints and resolving the complaints.
* Perform administrative task, including filing and photocopying

*Personal Assistant/Secretary to the chief executive officer (C.E.O)*

* Draft out the C.E.O. daily,weekly and monthly schedule
* Facilitating communications within the office and fielding interactions with the public.
* Answering and redirecting calls
* Scheduling meetings for the C.E.O and the company; book meeting rooms, set up conference calls and take messages and minutes during meetings
* Perform administrative task, including filing and photocopying
* Providing personalized support for the C.E.O
* Managing day-to-day operations
* Implement and develop office procedures and record systems

**Key Achievements include:**

* Contribute to the successful implementation of operations execution plans.
* Successful implementation of specific logistics targets.
* Maintain an average of 99% customer satisfaction on a consistent basis.
* Ensure smooth operations of lean lead time delivery across the catchment areas.
* Creating and implementation of new marketing and partnership strategy.
* Training and mentoring new associates as the need arises.
* Evaluate and provide feedback to management and associates on performance.
* Successful team leadership and implementation of team goals.
* Good and satisfactory customers’ relationship and reviews.
* Adequate budget control for all company’s business event and summits and meetings.
* Increased clientele.
* Discover and explored new marketing strategies.

**One Gas Limited( current employer)**

*Marketer*

* Surveys at different locations to develop new and better marketing strategies.
* Onsite and online marketing of the company's products.
* Collection of prospects data.
* Organize and lead marketing teams.
* Sort out for suitable partners.

*Customer care/public relations representative*

* Greeting and directing visitors,answering phone inquiries and handling complaints in a courteous, professional manner.
* Keeps and maintains updated record if call logs with dates,time purpose of call or enquiry type.
* Engages in sicila media through content creation,adverts placement,replying correspondences and or feedbacks on already executed projects
* Coordinating schedules, areanging meetings, distributing memos,reports and ensuring everyone is jeot current of necessary company news and information.
* Providing basic office support and ensuring office supplies are maintained, including checking inventory and working with vendors to ensure adequate levels of necessary supplies at all times.
* Operating copy equipment,fax machines,printers and other equipments necessary.
* Ensuring confidentiality and security of files and filing systems
* Keep track of any consumer issues that requires refund and make sure this ttue refunds are issued in a timely manner.
* Accept deliveries and mails,organize them to be distributed to the correct recipients using office mailing system and ensure they get to the recipient in a timely manner while also managing outgoing mail and packages for pick up.
* Handle and take online orders,interface with the company's wholesalers and retailers, filing and data entry as requested.

*Interim head of department, Marketing/Customer care/public relations*

* *Supervises the Marketing, customer care services and public relations unit.*
* *Makes decions to improve on the performances of the department*
* *Develop new strategies for marketing and increased sales and take actions on them*
* *Analysis sales, performances and sight weakeness and devolop new strategies to curb them.*

**PERSONAL QUALITIES**

**AND SKILLS**

* A fast learner
* Good interpersonal relationship
* Exceptional leadership qualities with integrity
* Ability to work with little or no supervision
* Exceptional in team building for peak performance

**EXTRA CURRICULA ACTIVITIES:**

Meeting people, travelling, planning, organizing, playing badminton, scrabble and monopoly, harnessing my skills and acquiring new ones.

**REFEREES**

**Mr. Collins Ogunedo**

Senior Level/Forex Trader and Trainer

08037772414

**Mr. David Williams**

Facilitators at Youth Alive Foundation

Uyo, Akwa Ibom State

09079685345

**DR Emem Essien**

Medical Doctor

MBBS

008105203977

**Mrs. Grace Uneke**

Life Enhancement Microfinance Bank

Uyo, Akwa Ibom State

08155733910