**COVER LETTER**

I am Anumnu, Bridget Chinonso, a Graduate of Food Science and Technology from the Enugu State University of Science and Technology. A very discipline and hardworking talented young lady with experiences in Customer service roles which I obtained during my industrial training days with Guaranty Trust Bank plc, clerical duties during my service year with the Ministry of Niger Delta affairs, sales representative with Saint Tracy Enterprise (Post NYSC), as a call agent with The Outsource Global, also as a sales executive/representative at Bathkandy Limited and Vlisco Group respectively. I carry out job responsibilities assigned to me effectively, diligently and efficiently with little or no supervision and understands very well the importance of dedication and professionalism.

I am comfortable performing a wide range of job duties and eager to contribute my enthusiasm and skills to your organization and to grow in this position. Working with you I know will provide an opportunity/avenue for me to learn more and better my career.

Best Regards,

Anumnu, Bridget Chinonso.

**ANUMNU BRIDGET CHINONSO**

**No 23 Oke Oyigbo Street, Bogije, Ibeju Lekki LGA, Lagos**

**Email: nonsoanumnu@gmail.com**

**Tel: 07030237732**

**CAREER OBJECTIVE:**

**Aim at achieving excellence, productivity and success in my field of career, competent in management and ability to work efficiently without supervision.**

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**PERSONAL INFORMATION:**

**DATE OF BIRTH** 1st August 1993

**STATE OF ORIGIN** Imo State

**WORK EXPERIENCE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **Wellahealth Technologies July 2020 – February 2021**

**Duties**

* Manage inbound requests, complaints and communication
* Identify and direct customers to closest pharmacies for their test and treatment and drug prefills
* Ensure that the telemedicine request is fulfilled timely and appropriately.
* Inform customer of deals and promotions.
* Work with product manager to ensure proper customer service is being delivered.
* Regularly measure customer satisfaction levels through the use of surveys, phone calls, etc.
* Compile reports on overall customer satisfaction.
* **Vlisco Group, Abuja. Feb. 2019 – Nov. 2019**

Sales Representative

**Duties**

* Ensuring that all customers are welcomed and provide high quality customer service resulting to customer satisfaction to meet sales target.
* Proposing product combinations to increase possible sales.
* Demonstrating adequate product knowledge and help customers to maximize their visit to the store.
* Ensuring all merchandise is properly price ticketed.
* Checking availability of stock of products for customer requests.
* Offering accurate advice to customers with a customer focused approach.
* Replenishing sold items from the stock room to ensure that all merchandise is properly displayed
* On daily basis, reconcile sales at the close of each shift by the cashier for the day with no reconciliation errors.
* **Bathkandy Limited, Abuja. June 2018 – Jan. 2019**

Sales Executive

**Duties**

* Maintaining and developing relationships with new and existing customers.
* Negotiating the terms of an agreement and closing sales.
* Prepares and submit reports by collecting, analysing and summarizing information.
* Sells products by establishing contact and developing relationships with prospects, recommending solution.
* Representing the company at trade exhibitions, events and demonstrations.
* Recording sales and order information and sending copies to the head offices.
* **The Outsource Global, Abuja. Nov. 2017 - March 2018**

Citizens Disability (International Call Agent)

**Duties**

* Resolving customer complaint
* Providing general customer care service
* **Saint Tracy Enterprise, Abuja. May 2017 – October 2017**

Sales Representative

**Duties**

* Obtains orders and establish new sales by planning and obtaining daily work schedule.
* Focuses sales effort by studying existing and potential market.
* Submits orders by referring to price list and product literature.
* Prepares and submit activities and results reports on daily, weekly and monthly basis.
* **National Youth Service Corp 2016**

Ministry of Niger Delta Affairs, Abuja

Human Resources Management (Clerical Officer)

***Duties***

* Maintain files, registers and office equipment.
* Carry out general reception duties, directed visitors and responded to enquires in person and via phone.
* Keeps record of files and mails in the office.
* Dispatch files and mails to the appropriate units/departments.

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* **Viroxy Nig. Ltd, Enugu 2016**

Lounge supervisor

***Duties***

* Supervision of staff and all activities in the lounge.
* In charge of staff training and logistics.
* Supervision of complete monthly stock
* Ensuring that guests are well treated to utmost satisfaction

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* **Industrial Attachment 2014**

Guaranty Trust Bank (GTB) Kaduna (Customer Service Personnel)

***Duties***

* Receives ATM cards from card services (head office).
* Accountable for ATM cards in the branch.
* Confirms and releases ATM cards to customers.
* Prepares a weekly report on the disbursement of ATM cards as received and given out.

**INSTITUTION ATTENDED WITH DATE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **2010 – 2015** Enugu State University of Science and Technology (ESUT)

**BSc Food Science and Technology (Second Class Upper Division)**

* **2003 - 2009** Prince College Kaduna State

**Senior Secondary Certificate (WASSCE)**

* **1997 – 2003** Christ Anglican Church Nursery/Primary school, Kaduna.

**First School Leaving Certificate**

**MEMBERSHIP AND CERTIFICATE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Member **Nigerian Institute of Management (Chartered) (In View)**
* Member **Nigerian Red Cross (In View)**

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**PERSONAL SKILLS**

* Effective communication and a team player with strong analytical mind.
* Exceptional Interpersonal skills.
* Integrity and honesty.
* Highly motivated, adaptable, organized and perceptive.
* Knowledge of Microsoft word and Excel.
* Ability to work under pressure.
* Fast in learning.

**HOBBIES**

* Reading, Travelling, Sports and Singing.

**REFEREES**

To be provided upon request