

EKPENYONG, MAEDU ETIOWO

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PERSONAL DATA

Date of Birth:	-	9 th April, 1993
Sex:	-	Male
Marital Status:	-	Single
Nationality:	-	Nigerian
State of Origin:	-	Akwa Ibom

OBJECTIVE: To develop a professional career by working in an environment that offers challenges and opportunities for professional growth, personal developments and job satisfaction while contributing positively to the goals and objectives of the organization.

WORK HISTORY

2018-2020: Client Customer Service Representative

SAVYPHOTOS, UYO, Akwa Ibom State

Tasked with resolving issues raised by clients. Responded to questions raised by clients promptly. Also collaborated with technical experts to resolve cases. Processed clients' requests for refunds and other claims.

Key achievements

- Contributed to 50% increase in call and email volume replied by customer service team.
- Saved the firm thousands of naira by effectively resolving claims and preventing losses.
- Entrusted with the most complex customer service issues as a result of exceptional ability to promptly resolve concerns and satisfy clients.

2017-2018: Assistant Procurement Agent

EBYZOM KREATIONS, OWERRI, Imo State

Developed and implemented strategies for procuring, storing, and distributing goods or services and maintaining stock levels. Nurtured healthy relationships with vendors to negotiate best prices for the firm. Reported progress and hindrances to procurement manager to aid due escalation.

Key achievements

- Played an integral role in ensuring the firm stuck to budgets and operated profitably.
- Ensured clients obtain quality products for competitive prices in a timely fashion.
- Successfully interacted with clients to generate repeat and referral business.

May 2017- April 2018: NATIONAL YOUTH SERVICE CORPS (NYSC) corps member

IMO AGRICULTURAL DEVELOPMENT PROGRAMME, OWERRI MUNICIPAL, Imo State

Technical Services Department

I was mandated to oversee the technical services department by the programme manager and to be supervised by the director of the department. Here, duties such as identifying production, capacity and formulating appropriate strategies to improve performance on tasks was executed.

Key achievements

- Directed, coordinated controlled and managed the operations and maintenance of units' infrastructure to ensure that they were effective for delivery of customers' needs.
- Ensured timely and economic repair of leakages or breakdown in the supply system.
- Periodically check on the working tools stock and advice for procurement of any materials needed for any particular task.
- Partook in organising events aimed at educating farmers under the n-power platform in Owerri zone.

June 2015 – September 2015: Adhoc staff

SKYE BANK PLC, ABAK ROAD BRANCH, Akwa Ibom State

Key achievements

- I was part of a team keenly selected to undertake capturing of civil servants' biometric data unto the states data base.

EDUCATIONAL INSTITUTIONS ATTENDED WITH DATES

- 2018:** **College of Supply Chain Management**
Diploma in Customer Service and Marketing
- 2018:** **Chartered Institute of Customer Relationship Management**
Chartered Post-Graduate Diploma in Customer Relationship Management
- 2010-2015:** **University of Uyo, Uyo, AkwaIbom State.**
B. Agric.(Soil Science) (Second Class Honours, Lower Division)
- 2003 – 2009:** **Holy Family College, Abak, Akwa Ibom State.**
Senior Secondary School Certificate (SSCE)
- 1997 – 2002:** **Royal Kids Academy, Abak, Akwa Ibom State**
First School Leaving Certificate (FSLC)

PROFESSIONAL AFFILIATION

Chartered Institute of Customer Relation Management. (Associate Member)

PERSONAL SKILLS

- Ability to work with minimal supervision.
- A good team player.
- Good interpersonal skill.
- Proven leadership and management skill.
- Ability to learn fast and manage information.
- Ability to work under pressure.
- Clear communication and time management skill.
- Ability to use motivational language.

HOBBIES

- Reading, researching, meeting people

REFEREES

Dr. Dominic Udoh

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