**IZEDONMWEN, NOSARIEMEM PAMELA**

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**PROFESSIONAL SUMMARY**

A motivated and skilled individual with significant years of experience strongly desires a challenging and rewarding career. Dedicated to providing warm, efficient, and courteous service to achieve organizational goals through planning, diligence, and innovative commitment using modern talents. With excellent communication skills, adept at forming long-term relationships and resolving operational problems, and I am seeking to leverage my knowledge and skills in an organization that promotes business growth, optimum performance, and career development.

**EDUCATION**

• National Youth Service Corp March 2020 – Nov 2021

Community Secondary School Woji, Nigeria

• Ebonyi State University 2014 – 2018

Bachelors in Computer Science, Second Class Honors

**WORK EXPERIENCE**

**CASHIER**

Above Only Micro-finance Bank, Oct 2021 - Jan 2023

Benin City

Key Responsibilities:

• Provided exceptional customer service by resolving customer issues and answering questions.

• Collected payments by accepting cash, check, or charge payments from customers and made the change for cash customers.

• Balanced cash drawer by counting cash at the beginning and end of the work shift.

• Maintained a safe and clean working environment by complying with procedures, rules, and regulations.

• Contribute to team effort by accomplishing related results as needed.

**DATA ENTRY SPECIALIST**

Zeal Zone Global Limited, March 2021 – Sept 2021

Benin City

Key Responsibilities:

• Captured data from staff at the state civil service and uploaded files online.

• Provided support to staff on app usage and ran app testing.

• Set up computers for staff and provided technical assistance.

• Monitored, coordinated, and communicated the strategic objectives of the organisation.

Key Achievements:

• Provided top-quality advice and facilitated effective knowledge management and technical assistance to project planning, coordination, monitoring, and reporting in support of strategic partnerships.

**HUMANITARIAN SUPPORT WORKER**

RAHI Medical Outreach, March 2020 - Feb 2021

Nigeria

Key Responsibilities:

• Assisted in public health care of vulnerable people in the community.

• Ensured safe and secure living conditions for community users, reducing the risk and enhancing the quality of life.

• Provided personal care and first aid to affected victims of disasters and emergencies.

• Improved daily lives of the elderly and vulnerable people through compassionate conversations, empathic care, and community socialisation.

• Built a caring, supportive relationships with vulnerable people, enhancing daily life through personal care.

* Provided clients with recommendations to community resources.
* Documented client progress in confidential files.
* Organized and detail-oriented with a strong work ethic.
* Developed strong organizational and communication skills through coursework and volunteer activities.
* Developed and maintained courteous and effective working relationships.
* Passionate about learning and committed to continual improvement.

**CUSTOMER CARE REPRESENTATIVE**

Guaranty Trust Bank PLC, Aug 2019 – Feb 2020

Port Harcourt

Key Responsibilities:

• Organised files and maintaining appropriate records.

• Assisted bank customers in resolving transactional and non-transactional-based issues.

• Provided up-to-date information on all products and services.

• Provided quality service to customers and ensured their satisfaction.

• Promoted bank products and services.

**SALES EXECUTIVE**

Tzed Enterprise, Jan 2018 – Dec 2019

Benin City

Key Responsibilities:

• Took stock of incoming goods and attended to customers.

• Balanced the account of the day.

**CORE SKILLS:**

• Proficient in Microsoft Office suite for data analysis and presentation.

• Excellent analytical and mathematical skills.

• Ability to negotiate with and influence others.

• Strong problem-solving skills with lateral thinking.

• Effective oral and written communication.

• Excellent interpersonal skills.

• Effective team and time management.

• Experienced in customer service.

**REFERENCE:**

Available on Request.