

# YAOVI EMMANUEL KWUEVI

4, ERO CLOSE, IDADO OFF IGBO EFON BUS STOP,  
LEKKI-EPE EXPRESSWAY, ETI-OSA LGA, LAGOS STATE.

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## PROFESSIONAL QUALITIES

Analytical skills – Management, critical thinking, problem solving and analysis.

A basic knowledge of SQL.

Completed 30% of the Complete 2020 Web Development Bootcamp by Dr. Angela Yu on Udemy.

Good knowledge of MS office tools.

Disciplined, ability to work effectively and efficiently under pressure with little or no supervision.

Ability to collate, compile and process data.

Listening, coaching and mentoring skills with excellent communication, interpersonal and coordination skills.

Go-getter, positive attitude and process oriented.

## EDUCATION AND QUALIFICATIONS

- 2010: B. Sc. (Hons) Biochemistry (Second Class Upper),  
Adekunle Ajasin University, Akungba Akoko, Ondo State.
- 2003: Senior Secondary School Leaving Certificate,  
Nazareth High School, Imeko, Ogun State.
- 1999: First School Leaving Certificate,  
Ajeromi Public School, Ajegunle, Lagos State.

## WORK EXPERIENCE

- 2015-Present: Globacom Limited.

### **Team Leader, 2017 - Present.**

Monitor quality of response to customers.

Appraisal of team members and pointing out areas of improvement.

Monitor performance on key areas and take corrective action on SOS basis.

Ensure timely training of staff.

Ensure systems are in good working condition.

Lead, coach and/or mentor team members.

Ensure staff understand and are able to operate systems.  
Ensure optimum utilization of CRM systems / tools.  
Timely escalation of important issues that may affect delivery of service or staff to Supervisor.  
Provide management with daily performance reports.  
Monitor trends and take appropriate actions (In conjunction with Supervisor) to improve performance and productivity.  
Ensure staff discipline at all times.  
Keep the team motivated and provide support whenever required.  
Provide customer feedback to management and also make suggestions for process improvement.  
Conflict resolution.  
Ensure all key parameters are met on a regular basis.  
Provide administrative assistance to the team as well as assist on calls they are struggling with.  
Work as a role model for the team.

**Customer Care Representative, 2015 - 2017.**

Attend to customer's enquiries, request and/or complaints.  
Offering first level resolutions.  
Escalation of issues to resolution unit.  
Notifying the team leader(s) of issues observed.

- 2013-2015: Ndokwa Entertainment Centre, Ijora-Badia, Lagos State.

**General Supervisor, 2014 - 2015.**

Inspection of work area and service delivery to clients.  
Personnel performance enhancement.  
Implementation of JIT.  
Stock control.  
Auditing.

**Manager, 2013 - 2014.**

Service delivery to clients.  
Ensuring all rooms cleaned.  
Ensure discipline amongst all staff.  
Documentation of services rendered to customers.  
Ensuring the general supervisor is made aware of any challenges.

- 2011-2012: Imo State Oil-Producing Areas Development Commission, Owerri, Imo State.  
NYSC (Biology Teacher).

## **PERSONAL DATA**

Date of Birth: 8th of August, 1987.

Marital Status: Single

Sex: Male

Nationality: Nigerian

State of Origin: Lagos

Local Government: Badagry

## **HOBBIES**

Reading, cooking, basketball, football, lawn tennis.

## **REFEREES**

Mr Afariogun Oladotun

Assistant Manager,

Globacom - Lekki Mini call centre, Lekki, Lagos.

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Mrs. Okonma S. M.

Retired General Manager Finance,

CFAO Nigeria PLC,

Amuwo-Odofin, Oshodi-Apapa Expressway, Lagos.

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