

PRINCE NMEZI

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An astute biologist, passionate in finance, tech and knowledgeable in research, sales and communication skills. Highly detail-oriented customer service lead with experience in high-volume multi-channel support roles, strong focus on comprehensive product knowledge in order to offer customer-appropriate advice and maximize sales. possessing extensive analytical skills, strong attention to details and a significant ability to work in team environments. my tenacious approach resulted in numerous important contact wins.

Work Experience

FirstBank of Nigeria

Dec 2019 - Present

Customer Service Officer

- Manage upset customers, conflicts and challenging situations
- Attained the **highest performance levels and quality** customer cares and exceeding requisite KPIs and target; reactivate dormant account with of **250million Naira** within May-October 2020
- Resolved an average of 350 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy and volume)



Financial transaction officer

- Maintains and accounts for cash drawer and daily transactions; reports discrepancies
- Streamlined processing of payments through implementation of electronic invoicing initiative
- Collaborated with Head Finance Officer to develop long-range plans budgets forecasts and tracking metrics to assist in evaluating financial key indicators
- Receives checks, cash, bank cards or other negotiable instruments in payment of fees or charges; verifies amounts and endorsements; issues receipts.

CrowdSurf

Mar 2019 - Dec 2019

Freelance Transcriptionist

Provide on demand transcription and captioning service that make online media more accessible and enjoyable for hearing impaired users



Sign & Display Computer Limited

Jun 2016 - Aug 2019

Computer Maintenance Technician

- Resolved on average, 150 computers related issues weekly by using excellent troubleshooting skills
- Identified and removed computer viruses and malware and provided major repairs in accordance with outside vendors
- Assisted in the installation and updating of software, as well as the setup and troubleshooting of all equipment and resolved Windows and Internet Explorer issues on desktop and laptop.

Sales and Marketing Intern

Jun 2016 - Aug 2019

- Assist with daily administrative duties
- Contribute to the creation of mock-ups, email campaigns, and social media content.
- Consistently achieved increase in sales, reaching 15% increase in revenue against plan during the period of employment

Education

Product School

Mar 2020 – Aug 2020

- Product Masterclass: How to build digital product - coursework included Product management or product marketing: which is right for you? branding for builders, overcoming cognitive biases



Federal University of Technology, Minna

Sept 2012 – Nov 2017

- 2nd Class Upper division in Biology, School of Life Science - coursework included computational biology, cell and molecular biology



West African Examinations Council

May 2012 – June 2012

- West African Senior Certificate



Internships

Sign & Display Computer Limited

Jun 2016 - Aug 2019

- Sales and Marketing Intern ▪ Assist with daily administrative duties
- Contribute to the creation of mock-ups, email campaigns, and social media content.
- Consistently achieved increase in sales, reaching 15% increase in revenue against plan.

National Agency for Food and Drug Administration and Control

Feb 2016 – May 2017

Intern

- Conduct appropriate tests and ensure compliance with standard specifications designated and approved by the council for the effective control of quality of food, drugs, cosmetics, medical devices, packaged water, and chemical
- Undertake the registration of food, drugs, medical devices, bottled water and chemicals
- Regulate and control the importation, exportation, manufacture, advertisement, distribution, sale and use of drugs, cosmetics, medical devices, packaged water and chemicals



Leadership Experience

National youth services corps (NYSC) Osogbo, Osun, Nigeria

Jun 2018 – April 2019

Media Director

- Work with other team members to increase individual performance
- Coordinate and managed a team of 30 media crews by assigning duties to each one of them and ensure they are properly carried out within given time frame.
- Ensure our weekly programs (Ajuwaya.com and Clarion call) are constantly air for publicity
- Gained invaluable experience in leadership, team-building, management and event management



Technical Skills

- **Programming Languages** – HTML, CSS, JAVASCRIPT, MYSQL, REACT.JS, BOOTSTRAP
- **Softwares** - Adobe Photoshop, Visual Studio code, MS Excel, MS PowerPoint, Adobe XD (UX Experience)

Additional Information

Certification

- Google Africa challenge Scholarship (Udacity)
- Finance: Time value of Money (Smartly by Pedagogo)
- Jobberman/First Bank soft skills (Coursera)
- Responsive web design
- Management strategies for human and resources (YALI)

Volunteer Experience

- Participated in the coordination of the Presidential and Governorship election in the Country Nigeria
- In partnership with YALI network volunteer to help plan the Africa Diaspora Youth and Students virtual conference