

VICTOR IFEANYICHUKWU EHIRIM

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Profile Summary:

A customer service oriented individual, whose passion is to always ensure customer satisfaction at all time. I have several experiences in selling with Adline Tomato, Patty's Venture and currently with Traffic Bar and Restaurant. I possess a strong leadership skill, I am a good problem solver with a high level of emotional intelligence and an effective time management skill which makes it possible for me to get my job done within the given time frame.

Work Experience:

Traffic Bar and Restaurant Nov. 2018-Present

Unit Head, Sales

- Ensure customer satisfaction through promoting excellent service, and responding to customer complaints tactfully and professionally.
- Built and maintaining relationship with customers through feedbacks, open and interactive communication.
- Constantly improving sales record and was part of the team with a record breaking sales of over 50%.

Recreationz24 Feb. 2018-Nov. 2018

Customer Service Representative

- Identifying and assessing customer's needs to achieve satisfaction.
- Keeping close eye on market trends and managing large amounts of incoming calls.
- Built and maintained relationships and trust with customers through open and interactive communication.

Independent National Electoral Commission May 2017-April 2018

Uyo, Akwa Ibom State

Administrative Assistant

(National Youth Service Corps)

- Initiated a proper filing system at my work place, this method meant that files were kept in an alphabetical order which made it very easy to locate files.

National Youth Service Corps May 2017-April 2018

Project Team Lead

- As part of our community development service as youth corpsers, I led a team of seven on behalf of the Independent Corrupt Practices Commission(ICPC) community development group (CDS), we initiated and executed the renovation of the NYSC Zonal office Uyo, Akwa Ibom State.

African Petroleum Aug. 2011-July 2012

Station Assistant

- Led a team of six pump attendants and offered strategies to my supervisor which led to increase in patronage from customers making our station one of the best in the area.
- Ensured Faulty equipments were repaired or replaced so as to prevent downturn.

Adline Tomato April 2011-May 2011

Sales Representative

- Was part of a team that had the highest sales with over 20% difference from the other teams during a sales promotion for Adline Tomato in Port Harcourt.

Assistant Shop Manager

- Built and maintained relationships with over 300 customers and consistently provided solutions to customer complaints and enquiries.
 - Assisted in sales and provided clients with product information to assist them make informed decision.
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Trainings and Certifications:

- Customer Satisfaction February 2019
Wave Academy
 - Graduate Advancement Employability Training September 2018
Knowledge Exchange Center
 - Waste to Furniture Upcycling Training August 2018
Pearl Recycling
 - Health, Safety, Security and Environment October 2017
Prime International Risk and Safety Management
 - Certificate of Excellence in Human Resource January 2011
Horebson Resources
 - Computer and Leadership Entrepreneurship Training April 2010
Ton Community Development Foundation
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Educational Background:

- University of Port Harcourt, Rivers State Oct. 2012-Feb. 2017
B.Sc. Political and Administrative Studies
 - Zion International High School, Port Harcourt Sept. 2005-Oct. 2009
Senior Secondary School Certificate
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Skills and Competencies:

- Knowledgeable in Microsoft office suit
 - Leadership and Adaptation
 - Networking and Marketing
 - Solid Waste Remodeling
 - Effective Interpersonal, Communication and Customer Service
 - Emotional intelligence
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Personal Interest:

When I am not working, I love researching about ideas, products and services on the internet. I enjoy photography and meeting with new people.

Personal Data:

Age: 24
Sex: Male

References:

To be provided on request.