

IYOKA OSALUEMHEN ANDREW

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A focused young graduate with strong experience in customer service and the proven ability to assist customers with well-informed selection of suitable products and services. I demonstrate a good communication and relationship building skills, and encourages team collaboration in order to achieve excellent customer satisfactions. Committed to the delivery of high service standards, with a dedication to delivering solutions, handling complaints and solving problems.

EDUCATION

- **DIGITAL MARKETING MASTERCLASS AND GRAPHIC DESIGN, SIMPILEARN: ONLINE STUDY (JUNE 2021 – TILL DATE)**
- **HND MARKETING, AUCHI POLYTHNIC AUCHI (NOVEMBER 2016 – OCTOBER 2018)**
3.06 Upper class division
- End of year service award as the head of department in my church (OCTOBER 2018)
- **SSCE, BRAIN TRUST ENAKOYE SECONDARY SCHOOL (JUNE 2012)**

EXPERIENCE

ELECTRICAL PERSONNEL. 2012 – TILL PRESENT

KEY RESPONSIBILITY

- Condit/surface wiring of houses
- Project costing and analysis
- Project supervision
- Assistant project coordinator
- Prospecting and marketing

CUSTOMER SERVICE ASSOCIATE, PRECUIOS PHARMACY, ABEOKUTA, OGUN STATE.

(MARCH 2019 – APRIL 2020)

KEY RESPONSIBILITY

- Respond to customer telephone calls and emails to resolve problems such as, wrong order, payment, delivery issues, exchanges, and refunds
- Deliver excellent customer service when offering advice in a professional manner

- Work in compliance with high standard company practices and accordance with brand requirement
- Utilize interpersonal and communication skills while engaging the customer to tailor advise and recommendations
- Adopting the idea of teamwork by supporting the work of others solely to hit cooperate target.
- Promptly attend to customer’s requests to meet and achieve KPIs exceeding target

PROJECT MANAGER, REPRODUCTIVE HEALTH, HIV AIDS AWEARNNESS CAMPIGN.

KEY RESPONSILITY

- Project planning, budgeting, evaluation and implementation

ACCOUNTING ASSISTANT (INTERNSHIP), EDO STATE OIL AND GAS PRODUCING AREA DEVELOPMENT COMMISION (EDSOPADC), (JANUARY 2016 – DECEMBER 2016)

KEY RESPONSILITY

- Raising Payment Voucher
- Cross Checking Receivables
- Balancing Of Cashbooks
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DRIVER, IMIAVAN RENTALS AND SERVICES. (MARCH 2013 – JANUARY 2014)

KEY RESPONSILITY

- DRIVING

SKILLS

- | | |
|----------------------------|------------------------|
| • Customer services | • Customer Engagement |
| • Team collaboration | • Complaint Resolution |
| • Call Centre Operations | • Business Development |
| • Administration | • Client Relationship |
| • Problem Solving/Analysis | |

ACTIVITIES

- Effective team player and fast learner.
- Specializes in house wiring and installations.
- Excellent interpersonal skills.
- Ability to work with minimal or no supervision.
- Proven decision making skills.
- Ability to evaluate, prioritize, organize and delegate work schedules. Target oriented while ensuring accuracy, quality and integrity are met.

- Love to drive.
- Strategic planning and tactical execution.
- Good in Microsoft word, excel and power point.

HOBBIES

- Reading
- Teaching
- Praying
- Travelling
- Drawing
- Meditating

REFERENCES AVAILABLE ON REQUEST