

# ROSEVIVIAN CHINAZOR, NWACHINEMERE

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D.o.B: 05-05-1995

## Professional Summary

Accountable marketing representative with excellent client sourcing and management. Highly effective juggler of multiple competing responsibilities simultaneously. Proven history of exceptional time management and customer service.

## Skills

- Client needs analysis
- Risk mitigation
- Quotes and sales
- Analytical skills
- Compassion
- Self-motivated professional
- Computer Skills
- Interpersonal communication
- Team player
- Planning and organization
- Problem solving

## Work History

**Agency Field Officer**, 02/2020 to Current

**Access Bank PLC** – Owerri, Imo

- Displayed consistent, positive attitude towards customers, peers and other personnel, even during high-stress situations.
- Responded to customer calls within to swiftly resolve issues and answer questions.
- Met with customers to provide information about available products and policies.
- Approached potential clients by using direct marketing techniques, including mailings and phone contacts.
- Built relationships with clients through active listening and communication talents to provide excellent service.
- Utilized direct marketing strategies such as mailings and phone contracts to approach potential clients and increase sales by 93%.
- Finalized sales and collected necessary deposits.

**Teacher (NYSC)**, 12/2018 to 11/2019

**Elim Foundation School** – Kagoro, Kaduna

- Incorporated exciting and engaging activities to reinforce student participation and hands-on learning.
- Evaluated and revised lesson plans and course content to facilitate and moderate classroom discussions and student-centered learning.
- Implemented and encouraged debate-style classroom environment to increase student engagement and promote critical thinking.
- Worked cooperatively with other teachers, administrators and parents to help students reach learning objectives in Civic Education and Government.

- Kept students on-task with proactive behavior modification and positive reinforcement strategies.
- Promoted physical, mental and social development by implementing classroom games and outdoor recreational activities.

**Sales Supervisor (Part-time)**, 08/2015 to 10/2017

**Merry Meat and Sausages Ltd** – Owerri, Imo

- Worked closely with staff members to maintain optimum levels of communication to effectively and efficiently complete projects.
- Prepared a variety of written communications, reports and documents to ensure smooth operations.
- Developed training, task and process guidelines and communicated clear and concise directions to employees.
- Adjusted job assignments and schedules to keep pace with dynamic business needs, factoring in processes, employee knowledge and customer demands.
- Audited and documented all processes and procedures for each department.

## **Education**

**Bachelor of Arts: History and International Relations**, 09/2017

**Abia State University (ABSU)** - Uturu, Abia

- Graduated with Second Class Honors, Upper Division
- Project Topic: Impact of Nkwo-Orodo market since 18th century
- Member of Sustainable Development Goals (SDG) organization

**WASSCE:** Logos International Secondary School, Awomama Imo State.

**FSLC:** Madonna Nursery and Primary School, Owerri Imo State.

## **Hobbies**

Reading | Cooking | Tutoring | Listening to music

## **Reference**

Emmanuel C. Nwachinemere

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Afonne Chinenye

Manager, Mtn connect

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