

# NWAGWU ONYEKACHI MODESTUS

Blk of Flat, Behind Ologo Palace Ogunfayo Bus-stop, Lekki Epe expressway, Lagos State.

**DOB:** 6<sup>TH</sup> March 1987

---

**Mobile:** 07031689009

**E-mail:** kachimodestus@gmail.com

**Linkedin:** <https://www.linkedin.com/in/onyekachi-nwagwu-61758061/>

---

**Career Objectives:** To provide quality service through dedicated work ethics, productive ideas and continuous development, thus improving the organization's brand and revenue.

---

## Education (Highest degree qualification to lowest)

2006-2011	Lagos State University, <b>Bachelor of Science in Economics ( BSc )</b> Second Class Division	Ojo, Lagos State.
1998-2003	Penny International College, <b>Senior Secondary School Cert.</b>	Coker, Lagos State.
1991-1997	St Mary's Private School, <b>First School Leaving Certificate</b>	Marina, Lagos State

---

## PROFESSIONAL EXPERIENCE

Organization: **Access Bank Plc**

September 2020 – till date

Unit: **Customer Experience & Engagement**

Position: **Team Member – Email Unit (Contact Center)**

### Key responsibility:

- Respond to customer's enquiry, request or complaint via email in a timely manner while ensuring that prompt resolution is provided on first contact.
- Work closely with team members to ensure quality service is provided to esteemed customers.
- Escalating urgent complaints & requests to supervisor for urgent resolution.
- Logging customer's interaction on Customer Relationship Management Tool (CRM) for proper follow-up.
- Authorizing requests that can be concluded at the Contact Center.
- Attending periodic trainings so as to be abreast with the banks products and services.

Organization: **Access Bank Plc**

2019-2020

Unit: **Contact Centre Quality Resolution ( CCQR )**

Position: **Team member- Contact Centre Resolution Officer**

Key Responsibility: Navigational assistance with online and mobile banking, thereby increasing online and mobile banking ratings and number of subscribers.

- Respond to incoming calls and qualified written requests, maintain quality control/satisfaction records, constantly seeking new ways to improve customer experience.
- Handle customer inquiries pertaining to banking services and escalated issues to the appropriate departments in charge.

Selected Accomplishment: Ensure internal and external SLAs are met; reducing breached cases by 70%.

Organization: **Diamond Bank Nig. Plc.**

July 2016 – 2019

Unit: ***Customer Experience & Engagement***

Position: **Customer Service Executive**

**Key responsibility:**

- I maintain the bank's existing relationship with its customers through outbound survey/courtesy calls to customers and anticipate customer's need.
- Anticipate customer's need.
- Provide first contact resolution to customer's complaints, answer customer's enquiries and attend to their request, through phone calls, live chat and e-mail.
- Capture all interactions with customers appropriately using CRM for reference purposes.
- Escalate all complaints to the necessary resolution unit and follow-up on customer's complaints to confirm resolution status and ensure timely resolution of customer's complaint.
- Follow-up on customer's complaints to confirm resolution status and ensure timely resolution of customer's complaint.
- Contact customers to confirm if customer's complaint has been resolved and ensure customer is satisfied with service delivery.
- Cross sell and upsell the bank's products and services to existing and prospective customers.
- Generate sales lead via outbound call campaign
- Carryout security measures to ensure customer's account details are not given out to third parties.
- Provide solution support for credit card, debit card, online banking and diamond bank application issues.

- Coaching and mentoring of new team mates to boost efficiency, team performance and productivity, target and revenue
- Coaching and mentoring of new team mates to boost efficiency, team performance and productivity, target and revenue.

Organization: **Alexis Home and Interior Decoration.**

July 2014 – 2016

Unit: **Ware house**

Position: **Supervisor and Sales Representative**

Key responsibility: Supervising the activities in the company and also assisting in Sales.

- Ensuring goods purchased are delivered at their respective locations and also at the agreed time.
- Generating leads and ensuring follow up with prospective customers.

Organization: **Community Secondary Commercial School, (NYSC)**

Ikot Okubo, Uyo Akwa Ibom State.

2011 – 2012

Position: Economics and Computer Instructor.

Key responsibility: Ensuring a friendly environment for the students to learn.

- Planned and Implemented daily classroom activities for education programmes.
- Developed academic curriculum and performed evaluation for pupils.

### **Skills**

- Proficient use of contact center application such as Aspect, Avaya.
- Excellent spoken and written communication skills
- Computer efficient (Microsoft Office Suites, Graphic Design)
- Proficient use of Customer Relationship Management tool (CRM)
- The ability to work as part of a team and respect for confidential information
- Developed managerial skills and the ability to follow set procedures
- Presentation & Analytical Skill.
- Fluent in Igbo

### **Interest and activities**

Reading Motivational & Inspirational books, Training, Leadership & Mentoring, Travelling, Playing football & video games.

**Languages:** Fluent in English and Igbo

**Soft skills:** Excellent Communication skills, Multitasking, Interpersonal skills, Emotional Intelligence, Detail oriented, Works well under pressure without compromising quality, Fast Learner, Ability to lead/work with a team.

**Referees:**

- 1. Austin Chuma Onyeukwu ( 07063778912 )**  
Head, Financial Transactions ( First bank of Nigeria Limited )  
Number 5 Umuatugbuoma pocket layout, Enugu.
- 2. Izuorgu Eberechukwu ( 08039549883 )**  
Reception Manager, Abuja Sheraton Hotel and Towers.  
Number 1 Liadi Kwali way wuse zone 4 FCT Abuja.
- 3. Ozioma Benedicta ( 07033621297)**  
Stanbic IBTC ( Business Analyst/Innovation Digital Enablement and Analytics ).  
Idejo, Off Adeola Odeku, Victoria Island, Lagos State.

**Certifications:**

- Feelings for professionals/Emotional Intelligence (Diamond Bank)
- Diamond bank Customer service training (NLP Nigeria, Lagos)
- Fraud Management Module of Completion (Diamond Bank Plc)
- AMLCFT Certificate of Completion (Diamond Bank Plc)