

GLORIA ODUFWAH AGBI

Enthusiastic Individual eager to contribute to team success through hard work, attention to detail and excellent organizational and analytical skills. Clear understanding of Customer Relationship Management and training.

Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.



Work History

December
2019 -
Current

Customer Care Officer

Access Bank Plc, Kaduna, Kaduna State

- Responded to queries via Emails and Telephone calls.
- Investigated and resolved customer inquiries and complaints quickly.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Liaised with customers, management, compliance and marketing team to better understand customer needs and recommend appropriate solutions.
- Presented several facilities provided by the bank to customers while teaching them how to avail each facility.
- Followed up with customers about resolved issues to maintain high standards of customer service.
- Ensure proper cash management and flow.

September
2019-
December
2019

Secretary

*Mahadum Educational & Consultancy Services,
Kaduna, Kaduna State*

- Attend to prospective student and student about admission requirement and processes.
- Liaise with management of about the registration processes and facilitates project work for student.
- Severed as an intermediary between the lecturers and student.



Contact

Address

No. 1 Peace Close Off
Benkay Street Behind
Army Strike Force Gonin
Gora, Kaduna State

Phone

08080346518

E-mail

agbigloria@gmail.com



Skills

Customer Relationship
Management

Excellent

Complaint resolution

Excellent

MS Office

Very Good

Analytical Thinking

Very Good

Strategic planning

April 2018 –
March 2019

Class Teacher (NYSC)

JF Academy Romi New Extension, Kaduna State

- Taught the student Business Studies and Home Economies.
- In-depth knowledge of home management and food processing.
- Ensured proper knowledge of basic component of business, office work was learnt.
- Taught student the basic of accounting, double entry, journals and ledger preparation.
- Maintained excellent attendance record, consistently arriving to work on time.

Very Good

Team Building

Excellent

Communication

Excellent

**Volunteer
Group**

July 2018-
March 2019

Treasurer

National Drug Law Enforcement Agency & drug free.

Community Development Service NYSC.

October
2015-
October
2017

Financial Secretary

Nigeria Federation of Catholic Student

Mary The Queen Catholic Church

Ambrose Alli University, Ekpoma Edo State



Education

November
2018 – till
date

**Institute of Chartered Accountants of
Nigeria. (professional level in view)**

October
2018

**Graduate Member and Proficiency
certificate in management.**

**Nigeria Institute of management
(Chartered)**

November
2013 –
October
2017

**Bachelor in Science: Second class upper
Business Administration**

Ambrose Alli University Ekpoma, Edo State

2007-2013

Senior Secondary Certificate Examination

Gracious International School, U/Romi, Kaduna

2002-2007

First School Leaving Certificate

Classical International School, U/Romi, Kaduna



Hobbies

- Team Networking
- Reading
- Cooking

REFEREES

- **Mrs. Joy Itoya**
*Lecturer,
Department of Business Administration,
Ambrose Alli University, Ekpoma, Edo State.
08032618474.*
- **Mr. John Kabadi**
*Director,
CEO Ceyon Computers,
49 Ogwashi-uku Road, Umunede, Delta State.
08067321418.*