

ABIFARIN GBOLAHAN GIDEON

6 Adamawa Street Yelwan Tudu Bauchi, Bauchi State Nigeria.

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PROFESSIONAL SUMMARY

A dynamic and motivated individual, with a determination for achieving success in all organizational Goals and objective

Also, a graduate with the ability to fit into any work environment.

Highly committed and skilled with a basic knowledge of electronically operated devices with good communication and writing skills.

Tenacious, result oriented with a strong and determined will to succeed.

Familiar with organizational ethics, rules and regulations, equally honest and trust worthy.

Creative and intelligently proactive with dynamic people skills and a drive to exceed expectation with service that is second to none.

CORE COMPETENCE

- Analytical thinker and Political analyst.
- Public relation and mass communications expert.
- Computer literate with knowledge of M.S office applications.
- Team building and leadership.

SKILLS HIGHLIGHTS

- Self-starter, with refined ability to work with minimum or no supervision.
- In-depth knowledge in organizational ethics, functioning and operation
- Strong team collaboration skills. Working closely with team members to achieve goals.
- Persuasive and genuine communications, facilitations and relationship building skills.
- Proven leadership abilities and high attention to details.
- Multilingual
- Multi tasking skills.

PERSONAL DATA

- State of origin : Kwara State
- L.G.A. : Oke-Ero
- Date of Birth: 08 October, 1992

EDUCATIONAL QUALIFICATIONS

- NYSC Discharge Certificate -2019.
- Bsc. Political science University of Jos Plateau State - 2017
- National diploma in mass communication (upper credit) - 2012
- Secondary Education (WAEC)-2008
- Primary Education-2003 t

PROFESSIONAL WORK EXPERIENCE

Ison Experiences. 12th February 2020 Till date

Business Process and outsourcing.

Certified Customer Care Representative Airtel Nigeria.

Functions

- Providing quality and topnotch customer care services to the principal partners clients
- Providing online solutions to various queries and enquiries
- Interpretation & enquiry management for High value segment customers
- Research and dissemination of products and services upgrade to members of assigned team for efficient service delivery
- Answering incoming calls from customers.
- Providing relevant information to solve customers' query while managing different scenarios that may present themselves in the course of this activity.
- Delivering quality customer service to an average of 120 customers within a 6hr shift.
- Capturing customers data with relevant application to resolve their issues.
- Maintains customer records by updating account information.
- Contributes to team effort by accomplishing related results as needed.
- Attracts potential customers by answering product and service questions
- Suggesting information about other products and services.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

***State Universal Basic Education Board, Akure Ondo State Nov 14th 2018- Oct 23rd-2019
(PPA: National youth service corps)***

- Participated in training of Technocrats/Educationist of School Board management committee (SBMC) of the social mobilization department.
- Regularly prepared memos and report on teachers training program
- Collaborating with other departments in achieving organizational objective.
- Oversee of inventory and supply of Educational materials to schools within the state.
- Compiled and prepared market survey reports, ensuring that the key price estimation was followed.
- Facilitator and trainee of Education secretaries and teachers in out of school children's Program
- On the field Assessment, Report and Recommendation of sporting equipment supplied to school.

Public relation officer Pecop Resources Nig Ltd. Feb 23rd 2017- Oct 20TH 2018

Public relations personal

POSITIONS HELD

- Facilitator of staff training programs
- Organization Media Representative
- Compilation evaluation of staff schedule and report

Bauchi State Television Authority (BATV) Jan 12th 2012 – May 3rd 2013

Intern programs department

- Producer and editor of news event and program
- Camera operative and station correspondent
- station interviews and news gathering and reporting

HOBBIES

- Reading
- Hiking
- Meeting people
- Travelling
- Social media expert

REFERENCES

- **Mrs Olorunyomi Stella**
Ministry of Education Akure, Ondo State.
Phone No. 07038213177
- **Qs. Ayinla Olasunkanmi Rotimi**
Department of Planning Research and Statistics, Ondo State Universal Basic Education Board (SUBEB) Akure, Ondo State
Phone No. - 07030193229
- **Mr. Happy Gubark**
Department of Political Science University of Jos, Plateau State
Phone No. 07031895691