



AISHA MOHAMMED ABUBAKAR

/CUSTOMER RELATIONSHIP MANAGER/ PUBLIC RELATIONS OFFICER/ CONTENT DEVELOPER/ MARKETER

CAREER ENVISAGEMENT

To will my acute sense of empathy, dexterity, astute creative thinking and strategizing skills, into building myself, a competitive Key Performance Index, within any organization to which I am employed.

And furthermore, to apply my years of experience, and honed skills in Customer Care and Relationship Management, to the very later, in order to create a sustained and evolving customer/clientele base, thereby expanding the organization's reach, and in the same vein bringing the organization to limelight and prospective international recognition.

- 08034667873
- Kano State
- Aeshakar@gmail.com
- eesha_gold

Esha Abubakar

CAREER TRAJECTORY

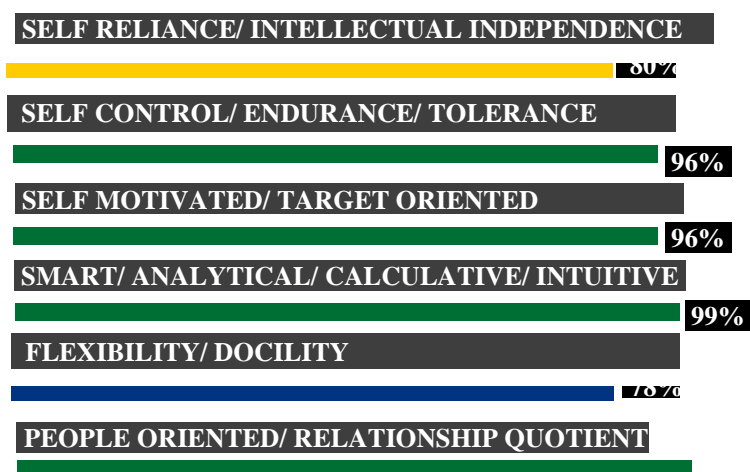
ACADEMIC TRAJECTORY

- NIGERIAN COLLEGE OF AVIATION TECHNOLOGY [2014]**
ZARIA
Certificate in Cabin Crew
License # 3404
- NUHU BAMALI PLYTECHNIC ZARIA [2012]**
Diploma in mass communication
- ABBAS MAJE NASSARAWA SECONDARY SCH- KANO STATE [2003]**
Senior Secondary School Certificate

ADDITIONAL CERTIFICATION

PROFESSIONAL CONDUCT AND ETHICS CERTIFICATION [2019]

COMPETITIVE CAPABILITIES



SKYE BANK POLARIS BANK - [Dec 2020]

Customer Service Officer/ATM/Teller Service etc.

CONTRIBUTIVE ATTRIBUTES

- ⇒ Helped maintain the organization's clientele satisfaction within my own capacity and location, through controlled and empathetic, customer complaint reception and mitigation.
- ⇒ Practised an exemplary level of Organizational Citizenship Behaviour; carrying out jobs, that where necessary, but beyond my job description; making phone calls to customers, post complain, to ascertain if restitutive actions were effective and satisfactory, contributed actively in idea polling, during staff meetings and upon managerial or my superior's request, and staying in extra hours when necessary.
- ⇒ Flexibility; fluidly, moving between jobs and departments, up-on request, as can be deduced above, from my job role trajectory within the organization.

NOKIA TELECOMUNICATION NIGERIAN.

Customer Service Representative /Sales Representative-Kano [2011]

CONTRIBUTIVE ATTRIBUTES

- ⇒ Possessed comprehensive knowledge of company's product, joviality and expressiveness, and I, willed these efficiently, in Customer Complaint Mitigation, Marketing and overall Sales Promotion.
- ⇒ With the above abilities in addition to being target driven, I was able to single headedly afford the organization over 400 head-count on patronage, within 3 months of employment, thereby exceeding my monthly target twice in a row.

LANGUAGES SPOKEN

ENGLISH
HAUSA
EDO

INTERESTS

- ⇒ READING/RESEARCH
- ⇒ INFORMATION TECHNOLOGY
- ⇒ CREATIVE/CONSTRUCTIVE THINKING/TALKING
- ⇒ WRITING
- ⇒ GUIDANCE AND COUNSELLING

REFEREES

Mr Greg Abu
Total Nigeria Plc,
Nnamdi Azikiwe International Airport,
Abuja.
08033594023, 08095543305

Hajiya Hauwa Abubakar
Nigeria Tourism Board
Abuja.
08069726715, 08091616303

Mr. Tony Abu
NNPC Kano State
08108979380, 07086648488

Federal Airport Authority Nigeria (FAAN)

Receiving Officer/Landing and Parking

CONTRIBUTIVE ATTRIBUTES

- ⇒ My brilliant level of ambience, joviality and relatability, was endearing and easing to travellers, I was specifically, asked after by most of them either on arrival or departure, and would be asked after and even contacted on phone for long after I had left the job.
- ⇒ Punctuality and readiness to serve, qualities which I was later applauded for,

Starcomms Telecommunication Nigerian

Marketing Executive

CONTRIBUTIVE ATTRIBUTES

- ⇒ Propelled sales, through product knowledgeability.
- ⇒ Carried out over the phone, post sales customer follow-ups, to ensure optimum product performance and customer satisfaction.
- ⇒ Afforded the organisation, a fractional increase in client/patronage level within my capacity then, being beginner.