**Azubuike Felix Chimereucheya**

Address: 15 Alhaja Adetutu Street, bale bus stop Egbeda, Lagos

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**Profile**

Conscientious and hardworking individual, business minded, commercially aware with ability to remain calm and focused under pressure and work under very strict deadlines

A committed team player, able to lead and inspire others and work well on own initiative with skillful communication, excellent presentation, negotiation and interpersonal skills for problem solving, decision making and coordinating multiple tasks simultaneously.

**EDUCATION:**

**National Youth Service Corps** June 2018 - July 2019

Certification of National Service

**Ebonyi State University, Abakaliki, Ebonyi State** Sept 2011 **-** Sept2016

B. Sc Geology

**Eminent Comprehensive College, Alimosho, Lagos** Feb 2003 -May 2010

O’ level Certificate

**Googleens Nursery and Primary School, Dopemu, Lagos** March 1996 -Aug 2002

First School leaving Certificate

**PROFESSIONAL EXPERIENCE**

**Customer Value Management Executive**

**Multichoice Nigeria Limited** January 2017 – Till Date

* Educate customers on the latest offers, promos, contents and campaigns available to them from the company and ensure accurate upgrade on customers account based on any available offer customer qualified for
* Educate customers on their account status and all available payment options, self-service to remain active
* Educating customers on new product and services offered by the company (Dstv/Gotv)
* Push further for Churn Call-back and Recovery churned Customer with Detailed Churn Analysis
* Further assist in proper confirmation of accurate offer details complained by customer for Follow ups such as escalate issue to proper channel of resolution

***Achievements:***

* *Ensure my monthly target is met for the departmental monthly target is achieved*
* *Help the organization meet its yearly target by ensuring churned customers are recovered and active customers are retained.*
* *Ensure all escalations are resolved within 48 hours to ensure excellent customer service*
* *2018/2019 financial year – managed the collation and escalation of all Step-up campaigns and a turn-around of 48hours adhered to which pushed the department and organization at large to meet the years target.*
* *Single handedly took charge of the logistics/nourishments for the 2018 and 2019 Big Brother Naija fans to enjoy live shows and ensure customers get maximum Vibes from their home view, which made the show a success.*

**Concrete/Cube Test Supervisor**

**Colak Geotechnics Limited** July2013 – Aug2014

* Ensure accurate quantity of concrete is passed down through a pilling ridge down to the earth for firm pile work to achieve quality foundations for verity of buildings
* Ensure concrete cube samples are sent to laboratory for proper test and get accurate results for each cube sent to confirm accuracy and apply necessary adjustment for work yet to be done.

**Quality Creaming executive**

**A&P Foods** Aug 2012 – Oct 2012

* Ensure creams and ingredient are measured properly to get adequate production
* Ensure neatness of environment, Machine and Equipment’s used in Mixing, for the satisfy of customers health after Consumption.

**Orthopedic Foams Production executive**

**Mouka Foam Nigeria** Aug 2010 – March 2011

* Ensure that Orthopedic foams have quality that suits different Verities of Customer request
* Ensure environment cleared of all unwanted particles to avoid wrong materials during processing of mixing and production of foam.

**Professional Skills**

* Excellent Customer Service Team
* Leadership and Management
* Strong Learning Ability
* Time Management
* Good Communication
* Proficient in Microsoft office, Excel and PowerPoint
* Creative Thinking skill
* Flexible and Innovative

**REFERENCES**

Available on request