

AMARACHUKWU JUDITH NWACHUKWU

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Profile Summary

A young and motivated Admin executive. Keen to work in a fast-paced organisation and committed to adding value to any organization under minimal supervision. Able to maintain a professional and energetic personality while under pressure.

Skills

Customer Care Services
Public Relations
Sales
Marketing
Teamwork
Social media
Creative writing

Professional Experience

Front Desk / Customer Service Representative: Tuteria Limited, Gbagada, Lagos State.

July 2019 - January 2020.

- Works as the front desk officer/ first contact; receives calls/ text/ mail from clients and tutors.
- Sends the client's and tutors' requests to the appropriate agents/departments.
- Works as an educational consultant to clients who need advice on proposed tutorial plans for their children.
- Take clients' requests and follow up on the request until lessons are booked.
- Drive sales through cold call targets and drawing their attention to other products and services offered in Tuteria.
- Sends feedback to the client and tutors regarding the progress of their requests, and also, alert the clients' on the availability/ unavailability of their request.

NYSC: Ministry of Culture and Tourism: Registry Department, State Secretariat, Abeokuta, Ogun State. July 2018 - June 2019.

- Bookkeeping
- Data Analysis

Customer Service Intern/ Service Advisor at First City Monument Bank PIC, Mile 1 Diobu Port Harcourt, Rivers State. October 2017 – April 2018.

- Solving customer-related problems.
 - Profiling customers on mobile and internet banking platforms.
 - Filing of documents used in customer resolution.
 - Maintenance of queue and order in the banking hall.
 - Sending of a weekly report of customers registered on mobile banking platforms to the head office.
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Leadership Experience

Beauty Queen, National Association of Linguistics and Languages students, UNN chapter. 2014-2016.

- Worked together with other executives to ensure the smooth running of the department.
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Technology

Software: Microsoft Office (Word, Excel and PowerPoint), CRM System (Zoho Mail).

Education

University of Nigeria, Nsukka, Enugu State. 2013-2017

B.A (Second Class Honours, Lower Division) Linguistics, Igbo and other Nigerian Languages.

Federal Government Girls' College, Onitsha, Anambra State. 2006-2012

West Africa Senior Secondary School Examination

Awards

Most Creative Student in the Department of Linguistics, Igbo and Other Nigerian Languages, 2016/2017 session.

Interests

Creative Writing

Public Relations

Reading

Travelling

Meeting and networking with new people
