**USORO, NDUKEOBONG EPHRAIM**

**CAREER OBJECTIVE:** To work in a challenging environment with existing staff and facilities, contributing the best of my quota so as to improve organizational objectives and achieve goals and target safely together while enjoying job satisfaction.

**PERSONAL DETAILS:**

**Contact Address:** Plot 6 purity close off pipeline, Eligbolo, Eliozu, Port Harcourt Rivers State.

**Date of Birth:** 19th November 1992

**Gender:** Female

**Phone Number:** 07060832511, 07014362785

**State of Origin:** Akwa Ibom

**LGA of Origin:** Essien Udim

**Marital status:** Single

**Religion:** Christianity

**Nationality:** Nigeria

**Email:** [bridgetuosro1@yahoo.com](mailto:bridgetuosro1@yahoo.com)

**WORK EXPERIENCES:**

1. **Eco Bank Nigeria Ltd (contract)**

**Duration:** 2nd May,2018 to 10th May, 2019

**Job Description:** E-Channels and Digitals/Backup Customer Service Officer

**Responsibilities:**

* Act as major contact point with customers’ support functions to ensure smooth account operations.
* Ensure value chain effects by converting walk-in prospects to bank customer.
* Selling the digital flagship products of the bank to customers
* Ensure regular and adhoc correspondence with customers; attend to customers’ enquiries, complaints and requests.
* Ensure customer files are properly updated, documented and filed neatly for reference purposes
* Ensure cost reduction through proper management and utilization of assets
* Treat and respond to status enquires for both internal and external requests
* Raising appropriate debit advices on transactions as requested
* Activate customers’ E-transacts and E-banking requests
* Ensure a fraud and error free operating environment
* Prepare unit reports for onward forwarding to Branch operations department.

**2. NATIONAL YOUTH SERVICE CORP (NYSC)**

**Duration:** 2016-2017.

**Job title:** Class teacher.

**Employer:** Government secondary school (GSS) Kaduna

***Responsibilities:***

* Responsible to create lesson plans and teach those plans to the entire class.
* Track students’ progress and present the information to the parents.
* Works with school administration and prepares students for test and exams.

**COURSES/TRAINING COMPLETED:**

* Computer training.
* Sales territorial management

**COMPETENCE:**

* Good customer service skills
* Self-confidence
* Ability to uncover the needs and understand the desire of others
* Commitment to team work
* Ability to pay attention to details and accuracy
* Ability to learn quickly and acquire new skills
* Effective communication skills

**EDUCATIONAL QUALIFICATION:**

**2010-2015:** University of Port Harcourt, Choba, Rivers State, Nigeria

**CERTIFICATE OBTAINED:** Bachelor of Science (B. Sc) degree in Economics (Second-Class Lower)

**2003-2009:** Assumption Girls Juniorate, Ndon Ebom, Akwa Ibom State.

**CERTIFICATE OBTAINED:** West African school certificate examination (WASCE).

**1994-2002:**St. Joseph Nursery and Primary School, Okon. Essien Udim LGA, Akwa- Ibom State.

**CERTIFICATE OBTAINED:** First school leaving placement examination(FSLC)

**HOBBIES**:

Reading, researching, travelling, writing

**REFEREES**:

ENGR. DONATUSUMOH

08066577484

DR. MRS.THERESAEKWERE

08035250091