

## **OLISA SAMUEL ONONYE** B.Sc.

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### **Summary**

An enthusiastic technology savvy graduate of Biochemistry with a cross functional experience spanning Research, Education, Media, Retail sales and Customer service with a deep understanding of ethnic and generational diversity.

Skilled in laboratory safety, quantitative and qualitative survey management, customer engagement and relationship management, counseling, data analysis, office administration and management, data documentation, training, customer retention, analytical chemistry, research and development, quality assurance, diagnosis, project coordination, analytical Biochemistry, protein chemistry, assay with adept knowledge of six sigma and environmental waste management principles.

Focused on continuous education (M.Sc.) and certification while available for local and international career opportunities.

### **Skills**

- |                    |                  |                   |                         |
|--------------------|------------------|-------------------|-------------------------|
| •Time Management   | •Negotiation     | •Collaboration    | •Adaptability           |
| •Report Writing    | •Problem Solving | •Detail Oriented. | •Emotional Intelligence |
| •Active Listening  | •Integrity       | •Self-motivated   | •Confidential           |
| •Apt communication | •Organization    | •Result Oriented  | •Creativity             |

### **Education**

**University of Nigeria, Nsukka Enugu State.** 2017  
Bachelor of Science (B.Sc.) in Biochemistry (Second Class Upper)

### **Experience**

**Airtel NG**, Lagos State, Nigeria. [www.airtel.com.ng](http://www.airtel.com.ng)  
Customer service (KYC Agent) Oct 2019 – May 2020.

#### **Key Responsibility and Achievements:**

- ◆ Handled customer's sim card problems in a detailed, personalised, polite and friendly manner which lead to 90% customer satisfaction.
- ◆ Increased customer retention by 80%, by decreasing timeline, ensuring synchronization of every sim registration and use of sim immediately by customers.
- ◆ Assisted in inventory records on a daily operations.
- ◆ Aided in sales by proffering solutions to questions pertaining to the network product/service information which helped drove sales to 14%.

**Dataville Research LLC**, Lagos State, Nigeria.. [www.datavillegroup.com](http://www.datavillegroup.com)  
Remote Development Program. Feb 2020 – Apr 2020

#### **Key Responsibility and Achievements:**

- ◆ Conducted research and wrote technical reports.
- ◆ Interviewed individual at a remote site for research on specific topics to show level of understanding from the online training

**Immanuel International Secondary School**, Rivers State, Nigeria.

Chemistry and Physics teacher (NYSC)

Sept 2018 – July 2019

**Key Responsibility and Achievement:**

- ◆ Co-led the jet club alongside with the vice principal.
- ◆ Aided in the early preparation of student's results.
- ◆ Evaluated student's progress and graded accordingly as required by the curriculum.
- ◆ Utilized ranges of teaching methods to enhance learning.
- ◆ Planned, prepared and delivered lessons.

**Project Development Institute**, Enugu State, Nigeria. [www.proda-ng.org](http://www.proda-ng.org)

Laboratory Research Assistant

Aug - Nov 2015, Sept - Dec 2016 (6 Months)

**Key Responsibility and Achievements:**

- ◆ Participated in research for bio-fuel production due to my outstanding attention to detail.
- ◆ Conducted analyses on all the different project fields.
- ◆ Wrote research report on the analysis conducted.
- ◆ Modified procedures to suit a particular research parameters in accordance to the quality standard.

**Key IT Skills**

**Data Analytics tools:** Microsoft Power BI, SQL

**Google Tool Proficiency:** Docs, Sheet, Slides

**Microsoft Suite Proficiency:** Excel, Word, Power Point, Outlook

**Visual Application:** Zoom, Teams, Meet, Skype

**Professional Certifications and Training**

<b>Alison.</b> Environmental Waste Management (ISO 14001) Quality Management System	2020
<b>Go Lean Six Sigma.</b> Lean Six Sigma (Yellow Belt) Training	2020
<b>Jobberman.</b> Employability and Soft Skills training	2020
<b>The International Association of Chemical Safety</b> Health and Safety Induction	2020
<b>The World Bank</b> Environmental and Social Framework	2020

**Interest:** Podcasting, Writing, Volunteering.

**Language:** Igbo, English.

## Volunteer Experience

**Street Waste Company Limited**, Lagos State, Nigeria. [www.swcl.com.ng](http://www.swcl.com.ng)

Projects and Programs Volunteer

Feb 2020 – Present

### Responsibility

- ◆ Collaboration with fellow volunteers to plan for an up cycling tourism to aim to education 1000 persons on up cycling.

**My Environment My Wealth**, River State, Nigeria. [www.myenvironmentmywealth.com](http://www.myenvironmentmywealth.com)

Presenter/ Program Volunteer | July 2019 – October 2019

### Responsibility

- ◆ Logically coordinated teams of volunteers that participate in the international coastal clean up day.
- ◆ Co-anchoring of on air programs.
- ◆ Research and innovated new contents for the on air programs.

**Sanstonz** , Rivers state, Nigeria. <https://sanstonz.com>

Volunteer

Aug 2019 – Oct 2019

### Responsibility

- ◆ Seamlessly assisted in the Google digital marketing training.

**Radio Rivers**, Rivers State, Nigeria. [www.radioriver991.com](http://www.radioriver991.com)

Presenter Intern

Oct 2018 – Aug 2019

### Responsibility

- ◆ Innovated various interactive content that accounted for an increase in the listener base.
- ◆ Engineered a working schedule and programs that was comfortable for over 75% of fellow interns.
- ◆ Research and developed contents for the broadcast.
- ◆ Co-anchored programs from a developed schedule.

**FECA Nigeria Nsukka Chapter Fresher's Banquet Committee**, Enugu State.

Committee Volunteer.

Jan 2016 – Jul 2016

### Responsibility

- ◆ Pioneered outreaches as a team chairperson to various secondary school and lesson centers that welcomed a total number of 250 graduates for the banquet.
- ◆ Chaired the organisation and logistics for outreach.

## Referral

On Request