

ETTA CHINWE GEORGE

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PERSONAL PROFILE

Date of Birth 12th April, 1995

Sex Female

Marital Status Single

State of Origin: Abia

L.G.A: Aba

CAREER OBJECTIVE

To be part of an interactive organization that offers me a constructive work place, thereby employing my skills in communication (verbal and oral) and interacting with customers in the best possible way to promote core values of the company.

SUMMARY OF QUALIFICATIONS

Certificate in Air Cargo Logistics (TNT / Pick & Drop).

(2015 – 2016) National Youth Service Corp (Certificate of National Service)

(2009 – 2013) **Abia State University, Uturu**

❖ **B.A (2nd Class) International Relations**

(2002 – 2008) High Achievers College

❖ **SSCE Certificate**

(1998 – 2003) Prince William International School

❖ **First School Leaving Certificate**

WORK EXPERIENCE.

BATUNE : Call Center Agent.

- * **Basic Secretarial Duties and Administrative roles.**
- * **Telemarketing /online Marketing .**
- * **Respond to customers needs , there by providing a satisfactory service .**
- * **Enable confirmation of orders and delivery .**
- * **Act as a help desk to any caller or mail .**
- * **Work on Zendesk, follow up on the start up to Finish of Customer Service to avoid detractors to the Company .**
- * **Resolves issues as soon as possible via any of the Social platforms on which complaint was made .**

RIALTORS LTD: ADMINISTRATIVE OFFICER/HR

- ❖ Basic Secretarial and admin works
- ❖ Create visibility and awareness. By marketing our products/services in our database via strong online media presence, and other effective means to our primary market/clients; contemporaries,(liaising with other Estate firms/exchange of property bulletin) potential customers with the objective of closing transactions.
- ❖ To have a working knowledge of all the departments in the office (know what each surveyor is working on).
- ❖ To be able to function effectively with all department.
- ❖ To demonstrate all the skills required for the appropriate level of employment.
- ❖ Co-ordinate on line marketing of our properties/company.
- ❖ Marketing the services of the company via: online marketing, social media.
- ❖ Updating the company's website.
- ❖ Data gathering of information on all markets we operate in.
- ❖ Develop and maintain our customer/client base.
- ❖ Follow up on existing clients issues.
- ❖ Other Admin/adhoc assignments that may evolve.

GLO SIM Registration (2016)

Customer Care Representative

Responsibilities:

- ❖ Maintain strong interpersonal relationship with customers.
- ❖ Help solve challenges of customers in a timely manner with no supervision.
- ❖ Resolving customer queries effectively whilst maintaining the acceptable service standards.
- ❖ Performed necessary system transactions related to customers transactions; educate customers on use of products and services based on the SIM registration process.

(NYSC) DEMO City Development, Ibadan, Oyo State (2016-2017)

Administrative Officer

Responsibilities:

- ❖ Managing logistics and payments for mast and billboard installations.

- ❖ Preparing and sending information packages on mast and billboard. installation requirements;
- ❖ Enforcing notice and stop-work order.
- ❖ Sales support through service, education and effective problem solving.
- ❖ Organizing work flow to meet deadlines.
- ❖ Identifying and procuring needed office resources.

**Gregory Image Consulting, Apapa Lagos
(2017 – 2018)**

Sales Representative

Responsibilities:

- ❖ Presenting and selling company's product to current and potential clients.
- ❖ Preparing and sending information packages about the product to prospective clients.
- ❖ Generating leads on prospective clients through networking.
- ❖ Following up on new leads and referrals resulting from field activities.
- ❖ Identifying and resolving client's concern.
- ❖ Reporting weekly sales activities to the sales manager.

TRAITS/COMPETENCE

- ❖ Excellent oral and written communication skills.
- ❖ Good interpersonal skills.
- ❖ Self-motivated and target oriented.
- ❖ Ability to work effectively with little or no supervision
- ❖ Effective team player.
- ❖ Ability to use Microsoft Office Applications.

REFERENCE

MR. OKON OBIAJURU

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Mr MATTHEW BABATUNDE

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