**Achugo.363111@2freemail.com**

**Summary**

An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.

Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.

I have a passion to serve and care for people, I am also a very Enthusiastic scientist eager to pursue a lasting career in the human behavior and the environment,.

Motivated, inspired to creat ideas on environmental management..

**Biography**

* Sex: Female
* State of origin: Abia state
* Local Govt area: Umahia North
* Nationality: Nigerian
* Date of birth: 4th August, 1990

**Education**

**Bachelor of Science: Environmental science &resource Management,** 2017

**National Open University of Nigeria** – Abuja, Nigeria

**National Diploma Forestry Technology,**2012

**Federal college of forestry Mechanisation** Afaka, kaduna state

**High school**, 2007

**Saint Patricks secondary school** -Kaduna Nigeria

**Experience**

**customer service officer-**February 2013 – December 2013

**MAB Global Estate Limited–** obafemi Awolowo way Jabi Abuja

* Interacting with the company's customer to provide them with informatiom regarding the company's products and services
* Resolve any complaints made by customers
* marketing
* maintains customer records by updating customer file information
* Provided accurate and appropriate information in response to customer inquiries.
* Maintained up-to-date records at all times.
* answering phone calls and making appropriate transfers,.

**OZ Aluminium Nig. Ltd January 2014 – August 2014 officee Manager/Front Desk Officer**

* Co-ordinate all office activities
* Ensure that meetings are effectively organised and minuted
* Handle communication and correspondences within all and the Head office
* Procuring office stationeries and other office supplies
* Keep an organised calendar of appointments and events
* Prepare weekly estimates of expenditure, maintain budgetary and inventory controls.
* Handle the disbursement of petty cash for day to day running of affairs in the office.
* Keep an up to date record of staff
* Provide secretarial functions to the Director.
* Ensure that all office equipment are in good working conditions at all times**.**

**GOFA & Associates September 2014 – December 2015**

**Office Assitant/Customer Service Officer**

* Co-ordinate all office activities
* Ensure that meetings are effectively organised and minuted
* Handle communication and correspondences within all and the Head office
* Procuring office stationeries and other office supplies
* Keep an organised calendar of appointments and events
* Prepare weekly estimates of expenditure, maintain budgetary and inventory controls.
* Handle the disbursement of petty cash for day to day running of affairs in the office.
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* Provide secretarial functions to the Director.
* Ensure that all office equipment are in good working conditions at all times**.**

**Volunteer Health and Care department–**March 2016 –March 2017

**Nigerian Red Cross Society–** National Head quarters, Abuja

* Health assessment in IDP camps on Measles and cholera Outbrake
* Training of community volunteers on children's hygine and sanitation(CHAST) in Kwali local government area Abuja
* Questionnaire distribution and assessment on pregnancy and neo-natalcare in IDP camps

**Highlights**

* Fluent in English language
* Outstanding customer service
* Quick learner
* Flexible schedule
* cook and bake
* Human management
* Business management
* productivity
* Ability to work under pressure
* Strong marketing knowledge
* Self-motivated
* Professional Excellent team player
* Team management
* Focused on customer satisfaction
* Talent developer
* Skilled multi - tasker
* Deadline oriented
* Interior and exterior cleaning
* Organized
* Exceptional time management
* Hardworking
* Cash handling
* Decision making skills
* Physically strong

**Accomplishments**

* Trained over forty (40) community volunteers sucessfully
* Sales and Marketing
* prepared business proposals for clients

**Interests**

* Writing
* Fashion
* Making friends
* Business
* General beautification
* baking
* Dancing
* Reading
* Cooking

**Languages**

* English
* Yoruba