**CURRICULUM VITAE::**



**NAME: Onwugharam**

**Onwugharam.368878@2freemail.com**

**PROFESSIONAL HIGHLIGHTS**

**6years experience in customer service environment.**

**Competent in acting as a liason between customers and service manager.**

**Highly skilled in performing follow up and back up work duties.**

**In depth knowledge of account documentation and review.**

**EDUCATION QUALIFICATION**

**Higher National Diploma (HND) computer science with DISTINCTION from Lagos City Polytechnic in 2015, Lagos Nigeria.**

**Ordinary National Diploma (OND) computer science from Lagos State Polytechnic in 2010 Lagos, Nigeria.**

**PROFESSIONAL EXPOSURE**

 **From: May 2011--Feb. 2017**

**Position: Teller / customer service Representative**

**Company Diamond Bank Plc, Nigeria.**

**JOB RESPONSIBILITIES**

* **Provide first point of contact for customers.**
* **Cheque/cash encashment/ deposit.**
* **Answer customers questions and resolve issues appropriately.**
* **Issuance managers cheques, processing of other banks cheques(O.B.C).**
* **Issuance of personal travel allowance(P.T.A.),business travel allowance(B.T.A).**
* **Prepare teller proof,Atm proof/cash.**
* **Payment of western union,money gramm,telegraphic transfer.**
* **Manage automated funds transfer (AFTs)**
* **listen to customer by providing high quality service.**
* **Deals and resolves customers’ complaints and criticisms in a professional manner.**
* **Cross sell and up sell company's products.**
* **And other duties as may be directed by the organization.**

**From Sept 2008 – March 2010**

**Position: Waiter**

**Company: Rita Lori Hotel Nigeria**

**JOB RESPONSIBILITIES**

* **Provide Excellence customer service that promote satisfaction.**
* **Greet Customers and present menu.**
* **Make recommendations and sharing additional information upon request.**
* **Check on customer to ensure they are enjoying their meal.**
* **Take and serve food/drinks order and up-sell any additional products.**
* **Liaise with the kitchen staff to ensure customer’s orders are prompt.**

**From June 2006 – June 2007**

**Position: Senior Waiter**

**Company: Choicest fast Food And restaurant**

**JOB RESPONSIBILITIES**

* **Take order from customers for food and beverages.**
* **Clean and tidy the lobby.**
* **Check product for quality and correct any problem.**
* **Follow all relevant health department rules and regulations, and all customer service guidelines.**

**SKILLS**

**Excellent client service interpersonal and communication skills.**

**Ability to manage one task simultaneously.**

**Good listener, good team player and self motivated.**

**Established ability to use tact and diplomacy when needed.**

**Quick in grasping of new concept.**

**Good knowledge of bank policies and products.**

**Computer literate.**

 **OTHER CERTIFICATES:**

**2015 Project on deploying of cloud service for Networking Lagos city polytechnic, Nigeria**

**2011 Teller service Representative orientation Programme JMJ Consulting Nigeria**

**2010 Project on design and implementation of file**

**Encryption and decryption system Lagos state Polytechnic, Nigeria**

**2005 Customer Service Training J.A Ogwu (MILR), Nigeria**

**I. T SKILLS:**

**Windows and office tools**

**Computer language Basic**

**Operating system, networking, hardware and applications**

**Computer science Basic**

**LANGUAGE**

**Proficiency in English, Yoruba and Igbo**