

NKECHINYERE OGBONNAYA

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PROFESSIONAL SUMMARY

I am a dependable typist noted for consistency in productivity and attendance, while displaying a positive attitude in light of challenging situations. I exhibit exemplary work ethics and willingness to learn new processes and techniques which enhance business and team effort.

SKILLS

- MS Word
- Outstanding people skills
- Problem-solving abilities
- Dedicated team player
- Organisational skills and time management
- Presentation skills
- Good written and spoken English
- Attention to detail
- Customer service
- Ability to multitask with accuracy in view

WORK EXPERIENCE

TEACHING

Cornerstone Montessori Schools

2015 – 2019

- Collaborated with department to plan, develop and implement goals.
- Effectively communicated with other employees and upper management to ensure complete care of customers.
- Acknowledged customer issues and resolved them quickly and effectively.
- Typed and processed standard documents.
- Researched and resolved issues such as: inaccurate and missing information contained in documentation.

SALES REPRESENTATIVE

2012 – 2013

- Effectively communicated by telephone, greeted customers, opened and sorted mails, prepared receipts and filed other paperwork.
- Evaluated customers' needs and provided service options to meet their requirements.
- Followed up with customers, ensuring their satisfaction with purchases.
- Offered customers/employees assistance where necessary and performed other duties as assigned.

EDUCATION

B.A. ED. (English)

2011

Obafemi Awolowo University, Osun State

