

# DANIEL, PORSHAR EDUEK

CUSTOMER EXPERIENCE EXPERT

+2348109963295

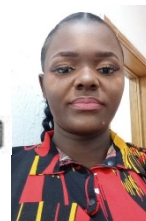
+2348147472980


porshardan@gmail.com

Plot 265 Admiralty Way

Lekki Phase 2

Lagos State.



 <https://www.linkedin.com/in/porshar-daniel-b7ba203070>

## CAREER OBJECTIVE

Ambitious support professional dedicated to attaining high levels of client satisfaction through effective problem-solving and assistance. Support-focused individual with a strong work ethic, aiming to apply my skills in a client-facing role to enhance the user experience.

## PERSONAL PROFILE

**DATE OF BIRTH:** 21st December, 1993

**HOME TOWN:** Effiat Offot

**NATIONALITY:** Nigerian

**GENDER:** Female

**L.G.A:** Uyo

**RELIGION:** Christianity

**MARITAL STATUS:** Married

**STATE:** Akwa Ibom

## EDUCATION

### UNIVERSITY OF UYO, AKWA IBOM STATE

Educational Mgt & Planning.

Faculty of Education (MSC).

(2023 – 2025.)

### UNIVERSITY OF UYO, AKWA IBOM STATE

Institute of Professional Education and Development.

Faculty of Education (PGD).

(2019 – 2023).

### AKWA IBOM STATE POLYTECHNIC

IKOT OSURUA, IKOT EKPENE

Higher National Diploma (HND) Mass Communication.

(2015 – 2018).

### AKWA IBOM STATE POLYTECHNIC

IKOT OSURUA, IKOT EKPENE

National Diploma (OND) Mass Communication.

(2011 – 2014).

### UDUAKOBONG COMPREHENSIVE HIGH SCHOOL OBIO IBIONO

Senior Secondary Certificate Examination (SSCE).

(2006 – 2011).

### ST. GEORGE'S PRIMARY SCHOOL

AKA OFFOT UYO, AKWA IBOM STATE

First School Leaving Certificate (FSLC).

(1998 – 2005).

## PROFESSIONAL EXPERIENCE

### ECOBANK NIGERIAN LIMITED

Contact Center Agent.

(Customer Experience Unit, Head Office).

(2023 – 2025).

### ECOBANK NIGERIAN LIMITED

Customer Service Officer.

(Branch Customer Service Unit).

(2019 – 2023).

### NATIONAL YOUTH SERVICE CORPS

Ministry of Information & Strategy.

State Secretariat Complex, Uyo.

(2017 – 2018).

### FIRST BANK OF NIGERIA PLC

Customer Service Officer.

(BVN Officer).

(2016 – 2019).

### FIRST CITY MONUMENT BANK

Oron Road Uyo, Akwa Ibom State.

Customer service Assistance.

(2014 – 2015).

## PROFESSIONAL SKILLS

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Active communication skills  
Active listening skills  
Stress tolerance  
Persuasion skills  
Customer care skills  
Dependability  
Attention to details  
Empathy  
Technical and team skills  
Problem solving skills  
Critical thinking  
Organizational skills  
Adaptability

## HOBBIES

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Tourism  
Driving  
Reading  
Researching  
Praying

## CERTIFICATIONS

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Customer Service Experience (ALISON)  
CIBN  
Certified Customer Service Professional (CCSP)  
Certified Client Service Specialist (CCSS)  
Customer Experience Practices & Principles (CCXP)

## REFEREES

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**Prof. Esoh Peter**  
Senior Lecturer  
University of Uyo, Akwa Ibom State.  
08025389857

**Imaobong Ukim**  
Civil Servant  
Ministry of Education  
08064531478