

Ubah Blessing Chiamaka

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 Kaduna, Nigeria

CAREER OBJECTIVE

Motivated and detail-oriented graduate of Educational Administration and Planning, seeking a customer-facing role in the banking sector. Brings strong communication skills, digital literacy, and proven experience in customer service, teaching, and administrative support. Committed to delivering excellent service, solving problems efficiently, and contributing to team and organizational success.

PROFESSIONAL SUMMARY

A results-driven and commercially aware professional with a background in education, public service, and customer engagement. Demonstrated ability to handle customer inquiries, resolve issues promptly, and deliver value through teamwork, innovation, and attention to detail. Experienced in working under pressure, maintaining confidentiality, and adapting quickly to changing business environments. Passionate about contributing to positive outcomes in a service-driven institution like banking.

PROFESSIONAL EXPERIENCE

Sterling Bank/ Direct Sale Agent Teamace Seconded | 2025

- Identify potential customers and generate lead.
- To present and demonstrate product and services to customer

Independent National Electoral Commission (INEC)/Adhoc Staff (Presiding Officer)

- Maintain and ensure smooth voting process
- Manage voters verification and register

NYSC – Teaching / Educational Services/ Government Secondary School, Zaria | Jan 2023 – Jan 2024

- Delivered structured lessons and managed classroom activities efficiently.
- Promoted student growth and educational development in line with curriculum guidelines.

Department of Quality Assurance (UBEC) – Industrial Training (I.T.), Abuja | Jan 2019 – July 2019

- Assisted in data entry, filing, and performance audits for educational programs.
- Supported the coordination of school inspection reports and compliance tracking.

Class Teacher/Golden Heritage School, Zaria | Sept 2021 – July 2025

- Improved pupils' verbal reasoning by 25% through innovative learning techniques.
- Managed classroom activities and maintained high levels of student engagement.

Sales Representative / Customer Service/ PZ Cussons PLC, Zaria | Oct 2015 – Dec 2017

- Delivered customer service that enhanced satisfaction and repeat business.
- Drove an 11% increase in new product sales through persuasive selling techniques.

MTN Customer Service Agent (Diamond Yellow Account)/ Tudun Wada, Zaria | Oct 2017 – Dec 2018

- Handled customer inquiries, complaints, and product support calls professionally.
- Resolved 80% of issues on first contact, significantly improving service ratings.

EDUCATION

- ❖ **Bachelor of Education (B.Ed.) in Educational Administration & Planning**
Ahmadu Bello University, Zaria – 2021

- ❖ **Nigeria Certificate in Education (N.C.E) – Igbo / Social Studies Federal College of Education, Zaria – 2015**
- ❖ **Senior School Certificate (NECO) Community Secondary School – 2011**
- ❖ **First School Leaving Certificate Community Primary School – 2005**

CORE SKILLS

- Customer Service Excellence
- Microsoft Word & Digital Tools
- Verbal and Written Communication
- Emotional Intelligence
- Problem Solving & Critical Thinking
- Basic Project Management
- Classroom & Team Leadership
- Adaptability in Fast-Paced Environments
- Digital Marketing Basics

CERTIFICATIONS & TRAINING

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|---|---------|
| • Certificate in Customer Relationship Management (CRM) | 2025 |
| • Digital Skills Training – Google Digital Skills for Africa | 2023 |
| • Certificate in Sport and Agro Allied CDS Group | 2024 |
| • Certificate in Skills Acquisition Development and Linkage
(Department of Home Economics) | 2024 |
| • Certificate in Data Analysis | In-View |

HOBBIES

- Reading • Solving Puzzles • Personal Development • Listening to Music • Socializing
- Football

REFERENCES

Mr. Ejike Steve Onya

Hamzent Building, Wharf Road, Zaria

☎ **07035142385**

Mr. Ikenna Solomon Ubah

☎ **08062115999**