**OZOR VIVIAN CHIOMA.**

4th Avenue shodipo Estate Lagos State.

Tel. (+234) 0813 074-6124, 0913-994-7749 (Mobile)

Email: chiomavivian732@gmail.com

**PROFILE:**

I am a versatile, creative, resourceful, innovative and charismatic young lady, with valuable customer support and problem-solving experience. I am a customer service representative by training and profession through discipline and commitment.

I have had opportunities to hold leadership position in learning and social environment and also learn from excellent scholars in my career path.

I intend to properly and positively contribute to the improvement of any working environment I found myself while learning continuously and as well upholding discipline, innovation, integrity and devotion.

**BIO DATA:**

* Nationality: Nigerian
* State of Origin: Imo
* LinkedIn:https://www.linkedin.com/in/vivian-chioma-692bb3177
* Gender: female
* Marital Status: Married

**CORE SKILLS:**

* Excellent in MS word, Excel and Computer Knowledge.
* Good communication skill
* Interpersonal relationship and Excellent in Marketing
* Excellent ability to perform research on digital Technology
* Excellent in problem solving.
* Fluent in spoken English.
* Excellent in Creativity.

**TECHNICAL SKILLS:**

* **Documentation and control.**
* **Team Leadership.**
* **Computer (PC, Mac, Tablet).**
* **POS Systems**
* **Customer Service**

**MICROSOFT SKILLS:**

* **Proficient in the use of Microsoft Word, Excel and PowerPoint.**

**ACADEMIC QUILIFICATIONS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **S/N** | **QUILIFICATIONS** | **INSTITUTION.** | **DATE** |
| 1 | ICT | Nigeria Army College of Environmental Science and Technology (NACEST), Makurdi Benue State. | February 2022 |
| 2 | B.Sc. Micro Biology | Michael Okpara University of Agriculture, Umudike Abia State | October 2012 to August 2016 |
| 3 | West African Examination council (WAEC). | Girls Secondary School Umuahia | September 2003 to July 2009 |
| 4 | First School Leaving Certificate (FSLC). | Okwe Community School, Abia State | September 1999 to July 2003 |

**WORK EXPERIENCE**

* **CASHIER**

**SWEET DEAL FOODS JAKANDE LAGOS**

**April 2023- August 2025 JOB DESCRIPTION**

* Processed cash, credit, and debit transactions with accuracy.
* Operated POS (Point of Sales) systems and handled returns,exchanges and refunds according to company policy.
* Maintained cleanliness and organization of checkout areas.
* Provided exceptional customer service, addressing inquiries, resolving issues and insuring a positive shopping experience for customers
* **CUSTOMER SERVICE REPRESENTATIVE**

**JUNE 4th STUDIOS. 13B LADIPO KUKU STREET, ALLEN AVENUE IKEJA LAGOS STATE.**

***December.2019-march 2023***

**JOB DESCRIPTION.**

* Responding promptly to customer inquiries
* Acknowledging and resolving customer complaints, transaction
* Knowing products inside and out so that i can answer customer questions
* Keeping records of customer interactions, transaction, comments and complaints
* Processing orders, forms, applications, and request
* Communicating and coordinating with colleagues as necessary.
* Ensure customer satisfaction and provide professional support
* **CUSTOMER SERVICE REPRESENTATIVE**

**CITY LYFT LOGISTICS COMPANY, UMUAHIA, ABIA STATE.**

***August.2018-2019***

**JOB DESCRIPTION.**

* Maintaining a positive, empathetic, and proffesional attitude towards customer at all time
* Providing feedback on the efficiency of the customer service process
* Communicating with customers through various channels
* Provide product and services information to customers
* **FINANCIAL SEC.**

FEDERATION OF COLLEGE EX-STUDENTS CHRISTIAN ASSOCIATION, UMUAHIA ABIA STATE.

**JOB DESCRIPTION.**

*October 2013-2016*

* Managed income and expenditure accounts
* Kept proper records of the association financial information
* Managed and grew the association fund by 80% by sourcing for funds
* Managed and ensure proper use of resources by the association
* Ensured a functional firm account was opened to facilitates the security of funds.
* **HOBBIES:**
* Researching and reading.
* Traveling
* Surfing the internet