

FAITH EBIOJO UWANNI

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PROFILE

Proactive and adaptable Philosophy graduate with strong communication and active listening skills. Skilled in problem-solving, teamwork, and organizational tasks within fast-paced environments. Empathetic and motivated, eager to contribute to people-focused roles in customer service, human resources, and community development

EDUCATION

Ekiti State University, Ekiti State
B.Sc. Philosophy

2019 – 2024

WORK EXPERIENCE

Federal Airports Authority of Nigeria (FAAN)
Customer Service Representative

2025 – Present

- Welcomes and assist passengers with check-in, flight information, and general travel inquiries
- Documents and communicates flight updates to passengers and relevant airport teams
- Resolved passenger complaints and escalated complex issues to appropriate departments while maintaining professionalism
- Guided travelers through terminals and hallways, ensuring smooth flow and reduced congestion
- Assists passengers with special needs (elderly, persons with disabilities, unaccompanied minors)
- Coordinated with airline, immigration, and security staff to facilitate efficient passenger processing
- Monitored passenger feedback and suggested improvements to enhance service delivery

Afritude Clothing

2022 – 2024

Social Media Manager

- Formulated and implemented marketing strategies to engage online audiences and drive sales
- Created and managed content for diverse target audiences, increasing brand visibility
- Developed and maintained a content calendar to ensure consistent posting

Poshbite Organics

2021 – 2022

Production & Delivery Associate

- Designed and improved production layout for smoother workflow and efficiency
- Collaborated with team members to optimize schedules while maintaining high-quality standards
- Negotiated with suppliers for cost-saving raw materials
- Coordinated with logistics for timely dispatch and customer satisfaction
- Ensured hygiene and compliance with safety standard

VOLUNTEERING EXPERIENCE

- Member, Red Cross Society, NYSC Camp
- Member, Charity Team, Winners' Church
- Member, NYSC Community Development Service (CDS)

SKILLS

- Critical Thinking & Problem Solving
- Active Listening & Effective Communication
- Teamwork & Collaboration
- Report Writing & Documentation
- Time Management
- Microsoft Word & Google Workspace

