

ANGUS FAITH NKEIRUKA

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PROFESSIONAL SUMMARY

Customer service and administrative professional with 2+ years of experience in banking customer support and telesales, supported by experience in virtual assistance, sales, teaching, and day-to-day operations. Strong in customer communication, issue resolution, relationship management, administrative coordination, and meeting targets. Adaptable, organized, and comfortable working independently or as part of a team in fast-paced and remote environments.

CORE SKILLS

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|--|------------------------------------|---------------------------------------|
| • Customer Service & Customer Support | • Customer Relationship Management | • Telesales & Sales Support |
| • Administrative & Executive Support | • Virtual Assistance | • Email & Calendar Management |
| • Problem Solving & Complaint Resolution | • Communication & Active Listening | • Microsoft Office & Google Workspace |
| • Team Coordination | • Time Management | • Relationship Building |

PROFESSIONAL EXPERIENCE

Customer Care Representative / Telesales Representative

2024–2026

Stanbic IBTC Bank, Lagos, Nigeria

- Handled customer enquiries and service requests, providing clear and timely support across customer needs.
- Supported product and service sales through customer engagement, needs identification, and effective communication.
- Resolved customer issues professionally while maintaining a positive customer experience and strong service standards.
- Built and maintained customer relationships through proactive follow-up and accurate information.
- Worked collaboratively with colleagues to support daily service operations and meet team targets.

Virtual Assistant

2024

Remote

- Managed calendars, appointments, and routine administrative tasks to support efficient daily operations.
- Prepared professional emails, documents, and other administrative materials.
- Coordinated Zoom and Google Meet sessions and supported meeting logistics.
- Prioritized tasks and followed through on assignments to support timely project delivery.

Academic Staff - English/Literature

2021–2022

Huda Rahman International School, Osun State

- Taught English and Literature and supported students with academic development and examination preparation.
- Organized classroom activities, assessments, debates, and school events.
- Communicated effectively with students and colleagues while maintaining organized learning records.

Assistant Manager

2017–2021

Anosike Tyre Group, Lagos

- Supported daily business operations, customer service, and team coordination.
- Handled customer enquiries and supported issue resolution to maintain positive customer relationships.
- Negotiated with suppliers and assisted with purchasing and operational activities.
- Coordinated regular operations meetings and supported follow-up on agreed tasks.

Sales Representative

2016

Emmatus Supermarkets, Lagos

- Promoted products, supported customers, and contributed to sales activities.
- Built positive customer relationships and supported achievement of sales targets.

EDUCATION & QUALIFICATIONS

B.A. English and Literary Studies

2017–2021

Lead City University, Ibadan, Oyo State

Human Resources Management
Obafemi Awolowo University, Ile-Ife, Osun State
Senior School Certificate Examination (SSCE)
Eagle Tower College, Aboru, Lagos State

2021

2011-2017

ADDITIONAL INFORMATION

Languages: English, Yoruba, Igbo Nationality: Nigerian
Volunteer Service: Presiding Officer (PO), INEC Governmental Election, 2022

REFERENCES

Professional references available upon request.