

EMENUSIOBI CYNTHIA



09154169880, 08083636991



emenusiobicynthia@gmail.com



*17, Kareem Oyelade Street, Off
Araromi Bus-stop Iyana-Ipaja
Lagos State, Nigeria*

EDUCATION

MANAGEMENT SCIENCE

Business Administration

Chukwuemeka Odumegbu Ojukwu
University (Igbariam Campus) (2023)

Liviadele Company

IT
{2022}

St. Alphonsus De Liguori Private Senior
High School

O'Level (SSCE)
{2014}

EXPERTISE

*Proficient in Microsoft Office
Packages such as Ms Word, Excel.*

INTERESTS

*Reading, Travelling, Meeting
people and Innovating.*

LANGUAGE

English, Igbo and Yoruba

OBJECTIVE

To secure a position where I can deliver my skills and knowledge optimally, and interpersonal skills with precision and efficiency while ensuring a motivated, productive and goal oriented environment for the entire professional work group and as well to build a long-term career in the business world where my qualities can be fully utilized in order to help in achieving the objectives of the firm and to provide me with opportunities for career growth.

SKILLS

- An administrator with good leadership and Interpersonal skill.
- A fast learner with ability to adapt to changes.
- Highly skilled in analytical and problem solving.
- Efficient in meeting deadlines and budget requirement.
- Diligent and committed in executing assignments
- Good writing and communication skills.
- A goal-oriented personality.

WORK EXPERIENCE

▪ *Liviadele Company.* *IT (2022)*

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers
- Any other assigned duties.

REFEREE

- Available on request.