# EKENEME EMMANUELLA CHISOM

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## PROFESSIONAL PROFILE

Motivated and responsible Business Administration graduate with customer-service experience in a telecommunications environment. Possesses effective communication and interpersonal skills, works well with others, and adapts quickly to new tasks and work environments. Eager to contribute to an organisation in an entry-level role while developing practical administrative and professional skills.

## EDUCATION

**Chukwuemeka Odumegwu Ojukwu University (COOU)**

B.Sc. in Business Administration | 2025/2026

Awaiting B.Sc. certificate

## WORK EXPERIENCE

**Assistant | Casmir Telecommunication**

Anambra State, Nigeria | 2022–2024

- Assisted with day-to-day activities and general operations.
- Responded to customer enquiries and provided information and support.
- Maintained positive customer relationships through clear and courteous communication.
- Worked cooperatively with colleagues to support smooth daily operations.
- Demonstrated reliability, patience, and professionalism when assisting customers.

## FINAL-YEAR RESEARCH PROJECT

**Effect of Leadership Style on Employee Performance: A Case Study of Fidelity Bank, Igbariam Branch**

- Researched the relationship between leadership styles and employee performance.
- Gathered and analysed relevant information for the study.
- Explored the links between leadership, employee motivation, and organisational performance.

## KEY SKILLS

Communication • Customer service • Interpersonal skills • Customer interaction • Teamwork and collaboration • Problem-solving • Quick learning • Adaptability • Time management • Professionalism

## LANGUAGES

English • Igbo

## CERTIFICATIONS AND TRAINING

No certifications or formal training listed at present.

## CAREER OBJECTIVE

To secure a suitable entry-level position where I can apply my knowledge of Business Administration, gain valuable work experience, strengthen my professional skills, and contribute to the growth and success of the organisation.

## REFERENCE

Mrs Ogonna Ilechukwu | 08033944207