

IDEMUDIA FAVOUR OSARO

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Location: Baruwa Ipaja, Lagos

EDUCATION

- Bachelor of Science in Economics, Ambrose Alli University, Ekpoma, Edo State | 2018 – 2021 (extended to 2023 due to COVID-19 and ASUU strikes)
 - Completed degree requirements in 2023
 - Received results on 11th December 2023
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PROFILE SUMMARY

I am a customer-focused professional with experience in communication, problem-solving, leadership, and customer service. Proficient in tools such as MS Word, MS Excel, and PowerPoint, I bring strong analytical and organizational skills. My goal is to contribute to organizations by leveraging my skills in communication, technology, and problem-solving.

SKILLS

- Technical Skills (Basic Knowledge with Ongoing Learning): MS Word, MS Excel, PowerPoint
 - Customer Service Skills: Exceptional customer service and support
 - Communication Skills: Strong written and verbal communication
 - Interpersonal Skills: Teamwork, adaptability, and motivation
 - Problem-Solving Skills: Effective problem-solving and conflict resolution
 - Time Management: Strong organizational and time management skills
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WORK EXPERIENCE

Contact Center Agent

Revan | 4 months (Remote)

- Managed high-volume inbound and outbound calls (40-60 calls/month)
- Resolved customer issues via phone, email, and online channels
- Delivered exceptional customer service, ensuring high customer satisfaction, and maintained accurate records and updated customer information
- Consistently met or exceeded monthly call targets
- Received positive feedback from customers and supervisors

Corps Liaison Officer (CLO)

National Youth Service Corps (NYSC) | 2024-2025

- Led community development projects, improving the quality of life for local residents
- Developed and implemented sensitization programs, promoting education and awareness
- Demonstrated strong leadership and team management skills

Teacher

The Sacred Heart of Jesus Parish Alike-Ikwo Noyo, Ebonyi State | 2024 – 2025

- Developed and implemented effective lesson plans, improving student comprehension and academic performance
- Demonstrated excellent communication and interpersonal skills

Social Media Influencer

Online | 2020 – Present

- Managed social media accounts for clients, posting relevant content and engaging with followers
 - Increased social media followers by 50% in 3 months for clients
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CERTIFICATION&ACHIEVEMENTS

- Certificate of National Service (NYSC) | (2024-2025)
 - Certificate of Corps Liaison Officer (CLO), National Youth Service Corps (2024-2025)
 - Certificate of Community Development Services, National Youth Service Corps (2024-2025)
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REFERENCES

Available upon request.
