

ONUMAJURU LESLIE

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Address: 8, Bello Street, Ikosi, Ketu

CAREER OBJECTIVE

Motivated and detail-oriented professional seeking a position where I can apply strong organizational, numerical, communication, and customer service skills to support efficient operations and deliver excellent client service.

EDUCATION

B.Sc. Human Anatomy — Alex Ekwueme University, Ebonyi State (2021–2025)

SSCE/WASSCE — Tophill College (2014–2020)

FSLC — Tophill Primary School (2014)

WORK EXPERIENCE

Call Centre Agent / Customer Care Representative — Flexi Microfinance Bank (August 2026–Present)

- Respond to customer enquiries and provide clear, courteous assistance through call-centre channels.
- Handle customer concerns professionally, provide relevant information, and escalate issues when necessary.
- Maintain a customer-focused approach while supporting service quality and effective communication.

Customer Service / Loan Collector — Mango Star Limited (November 2025–June 2026)

- Provided customer service support and followed up with customers regarding loan repayments.
- Communicated with customers professionally, responded to enquiries, and supported day-to-day service operations.
- **Reason for short tenure:** Employment ended because the company ceased operations.

Industrial Training (SIWES) — Alex Ekwueme Teaching Hospital (2024)

- Assisted with patient care activities in the neurology unit under appropriate supervision.
- Supported physiotherapy activities, including cryotherapy, thermotherapy, and other pain-relief modalities in the orthopaedic unit.
- Participated in patient clerking and physical therapy activities in the paediatric unit.
- Handled patient records responsibly, organized files for doctors, and assisted with appointment bookings.

Stock Taking Personnel — Count2Books Limited (2023)

- Conducted inventory checks and maintained accurate stock records.

Office Clerk — Ebony Laundry and Dry Cleaning Services (2022)

- Managed office records and customer information, carrying out administrative tasks accurately and confidentially.

Busy Body Logistics and Management (2021)

- Supported daily logistics and office operations.
- Tracked riders and helped coordinate timely delivery of items.

SKILLS

Customer service and client relations; verbal communication; interpersonal skills; numerical and analytical skills; attention to detail; time management; record keeping; administrative support.

HOBBIES

Reading, learning new skills, and social interaction.

REFEREES

Onumajuru Amaka — 07084689806

Eze Henry — 08109981167