

NDIULO SOMTOCHI DAVID

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PROFESSIONAL PROFILE

Business Administration graduate with a Second Class Lower (2:2) degree and one year of experience in customer service and operational support within the investment and securities sector. Experienced in account registration, completing customer profiles, and entering required documentation into company systems. Organized and dependable, with a focus on accurate records, professional communication, and efficient service delivery.

WORK EXPERIENCE

Compass Investment and Securities Ltd | Customer Care – Operations Department

2025 – 2026 | *One year*

- Supported customer account registration and onboarding processes.
- Reviewed incomplete customer profiles and identified missing information or required documents.
- Entered and updated customer details and supporting documents in the company's internal system and website.
- Helped maintain accurate customer records and supported day-to-day operational activities.
- Communicated with customers and colleagues to help ensure account processes were completed accurately.

EDUCATION

McPherson University, Ogun State

Bachelor of Science (B.Sc.) in Business Administration

2024 – 2026 | *Second Class Lower (2:2)*

Nigerian Navy Secondary School, Abeokuta

West African Senior School Certificate Examination (WASSCE) | 2013 – 2020

Kingdom Heritage Model School, Lagos State

First School Leaving Certificate | 2009 – 2013

B.SC. RESEARCH PROJECT

Research project: Workplace Safety and Employee Healthcare at Nestlé Nigeria Plc, Ogun State (2001–2024). Strengthened research, information-gathering, analysis, and report-writing skills while deepening understanding of workplace risks, employee wellbeing, and organizational responsibility.

KEY SKILLS

- Customer relationship management and rapport-building
- Active listening, patience, and empathy
- Handling customer enquiries and follow-ups
- Clear communication and resolving customer concerns
- Account registration, profile completion, and document handling
- Data entry, digital tools, and record management
- Teamwork, adaptability, and willingness to learn
- Organization, attention to detail, and time management

ADDITIONAL INFORMATION

Languages: English and Igbo (proficient)

Availability: Immediately

Travel: Willing to travel when required

INTERESTS

Reading, networking, and travelling