UCHE EBUKA HENRY
Lekki Phase 1 Lagos State, Nigeria
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EDUCATION

University of Benin, Benin City
Bachelor of Science (B.Sc.) in Social Work – 2021

Mount Olive Academy, Ozubulu, Anambra State
West African Senior School Certificate (WAEC) – 2013

National Youth Service Corps (NYSC)
Certificate of National Service – 2023

WORK EXPERIENCE

Sales Representative / Customer Relations Officer
Prince Ebeano Supermarket, Lekki, Lagos State
August 2023 – Present

- Attend to customer inquiries and complaints in a professional manner.
- Provide clear and accurate information on products and services.
- Resolve customer issues effectively while maintaining a positive brand image.
- Ensure customer satisfaction and encourage repeat patronage.
- Maintain customer feedback records and report recurring issues for improvement.
- Promote assigned product shelves to improve visibility and sales.
- Ensure proper shelving, stock rotation, and product arrangement.
- Identify damaged products and report them to inventory management.

Data Analytics Intern
Awake to Power Communication
October 2025 – January 2026

- Collected and cleaned data using Microsoft Excel and Power Query.
- Organised datasets using Pivot Tables for ease of analysis and understanding.
- Analysed data to identify trends and performance gaps.
- Created basic dashboards and reports using Power BI.
- Presented data-driven insights clearly to support decision-making.

Customer Relations Officer
Topnotch Technology Limited, Lagos State
February 2023 – July 2023

- Managed customer inquiries and service requests.
- Provided accurate information on company products and services.
- Handled customer complaints and worked toward effective resolution.

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- Maintained customer records, interaction logs, and feedback documentation.
- Supported customer satisfaction and retention efforts.

Human Resource Officer / Administrative Assistant
Initiative for Improved Health, Calabar, Cross River State
March 2022 – February 2023

- Maintained staff records, attendance logs, and HR documentation.
- Supported recruitment processes, onboarding, and personnel file management.
- Assisted with payroll preparation, invoices, and payment records.
- Tracked expenses and maintained organised financial files.
- Ensured accuracy of data entry and documentation.

Human Resource Officer / Financial Assistant
GMart Stores, Nnewi, Anambra State
May 2020 – January 2021

- Assisted with employee records, attendance tracking, and HR file management.
- Supported salary processing and basic financial documentation.
- Recorded daily transactions, expenses, and invoices.
- Assisted with recruitment scheduling and documentation.
- Ensured HR and financial records were accurate and well organised.

SKILLS

Core Skills:

- Customer Relations & Service Excellence
- Human Resource Administration
- Data Analytics & Reporting
- Record Management & Documentation
- Problem Solving & Conflict Resolution
- Team Collaboration & Communication

Technical Skills:

- Microsoft Excel, Power BI & Power Query
- Google Workspace
- Microsoft Word & PowerPoint
- Data Entry and Records Management

Interpersonal Skills:

- Attention to Detail
- Adaptability
- Time Management
- Active Listening
- Multi-Tasking

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PROFESSIONAL CERTIFICATIONS

- Health, Safety and Environment (HSE) – 2022
- Project Management – 2022
- Human Resource Management – 2022

REFERENCES

Available on request

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