

MELIDEM CHIAMAKA LILY

Lakeview phase 2 amuwo odofin, Lagos

09053460589 lilymelidem@gmail.com

EDUCATION

Bachelor of science in educational psychology and Guidance counselling University of Nigeria, Nsukka	2014-2022
West Africa Examination Council Certificate Divine Royal International School	2008-2014
National Examination Council Certificate Divine Royal International School	2008-2014
First school leaving certificate Solid Rock Nursery and Primary School	2002-2008

WORK EXPERIENCE

CUSTOMER SERVICE OFFICER

JUMIA NIGERIA

- Addressing customer complaints and resolve them in a timely manner.
- Assisting customers in troubleshooting problems with products or services

CUSTOMER SERVICE REPRESENTATIVE

MULTICHOICE NIGERIA

- Gathering feedback from customers to improve service quality.
- Responding to Customer questions about products, services or policies
- Informing customers on the latest offers to enable continual patronizing of the company's services

EXECUTIVE ASSISTANT

SECODI SOLAR POWER COMPANY LTD, LAGOS

- Managing the schedules and communications of company executives
- Confidential handling of sensitive information

CUSTOMER SERVICE OFFICER/ SALES REPRESENTATIVE

SECODI SOLAR POWER COMPANY LTD, LAGOS

Finding appropriate solutions to customers inquiries.

- Updating customers' accounts or services.
- Inspecting quality and compliance with delivery specification

VIRTUAL ASSISTANT/ MEDIA EVALUATOR(ANALYST)

APPEN COMPANY (ONLINE)

- Transcription and translation of language
- Operating computer programs and phone system
- Search engine evaluator gathering and submitting evidence.

TEACHER

DEMONSTRATION SECONDARY SCHOOL, AWKA (NYSC)

- Keep statistics of the students' performance
- Imbibing knowledge and morals in the students

ACCOUNTANT

BILLION SUITES AWKA

- Taking records of stocks and sales
- Auditing accounts to ensure no form of embezzlement.

SECRETARY

DON GENIC PHOTOGRAPHY STUDIO, ONITSHA, ONITSHA

- Assisting and computing necessary document
- Relating with clients and ensuring standard result

TEACHER (teaching practice)

AMAENYI GIRLS' SECONDARY SCHOOL, AWKA ANAMBRA STATE

- Incorporate knowledge and etiquette.
- Ensuring the pupils are of good conduct and manners.

GUIDANCE AND COUNSELLOR

AMAENYI GIRLS' SECONDARY SCHOOL, AWKA, ANAMBRA STATE

- Giving advice and direction to the pupils
- Conducting seminars and counselling better decision making

OTHER CERTIFICATES

- Independent corrupt practices and other related offences commission (ICPC)
- National Youth Service corps
- Computer information communication and technology
- Teachers Registration counsel of Nigeria (TRCN)
- Students counselling association of Nigeria (SCASSON)

STRENGTHS

- Team player/ human relations skills
- Good interpersonal communication skills
- Ability to cope with challenges/work pressure.
- Proactive and well structured
- Proficiency in MSOffice
- Skills acquisition
- Excellent time management skills and ability to prioritize work.

INTEREST

- Creating stories and blogging
- Research and internet reading.
- Watching movies and documentaries
- Meeting and relating with people.

- Fashion and design
- Facial makeup

REFREES

Mrs Valerie Orogbu
Teacher
07061915252

Engr Nonso Ifeadiogo
Civil engineer
08034393230

Mrs Happiness Akpan
HR Multichoice
09153860729