

UMEH IFEANYI CHRISTIAN

Address: 8, Martins Emetos Close, Eputu-Awoyaya Road, Ibeju-Lekki, Lagos.

Email: chrisumeh50@gmail.com

OBJECTIVE

I am a self-starter; I like to achieve whatever I set my mind on doing. I love to work in a team and I have the charisma to pull people together in a cheerful convincing manner to archive set targets/goals.

PERSONAL SKILLS

- The ability to work with minimal supervision.
- Fast learner. Easily adaptable to change.
- Good time management ability and keen attention to details.
- Ability to speak read and write English Fluently

PERSONAL DATA

Date of Birth: 16th July, 1988
Marital Status: Single
State of Origin: Imo
Phone: 09055694568, 08034451286.
Sex: Male

EDUCATIONAL QUALIFICATION

- Imo State University, Owerri
- Bachelor of Arts, History and International Studies (Second class upper Division)
2006-2010

PROFESSIONAL EXPERIENCE

Page Financials limited.

April 15,2019 till date.

Telemarketing/sales analyst

RESPONSIBILITIES.

- ✓ Approve loans within specified limits, and refer loan applications outside those limits to management for approval.
- ✓ Analyse applicants' financial status, credit, and property evaluations to determine feasibility of granting loans
- ✓ Maintains customer confidence by keeping loan information confidential.
- ✓ Source for customer via phone calls and emails.
- ✓ Manage customers as their personal account officer.
- ✓ Ensure customers are making their payment as at when due
- ✓ Bring new loan to the company

ZEDVANCE LIMITED

September 2017 – March 2019

Customer care representative/ sales Analyst.

RESPONSIBILITIES

- Dealing with Customer complaints and trying to resolve complaints in a patient and helpful manner
- Evaluates loan applications and documentation by confirming credit worthiness.
- Improves loan applications and documentation by informing applicant of additional requirements.
- Maintains customer confidence by keeping loan information confidential.
- Approve loans within specified limits, and refer loan applications outside those limits to management for approval.
- Analyse applicants' financial status, credit, and property evaluations to determine feasibility of granting loans

MULTICHOICE NIGERIA

January 2016 – September 22nd, 2017

Customer Service Representative

RESPONSIBILITIES

- Outbound calls to Multichoice Subscribers
- Management of each subscribers' records using the Microsoft Dynamics Customers Relationship Management software (CRM)
- Daily record keeping and update of the calls made
- Resolution of issues as regards to customers Technical issues as regards to his GOTV

Key accomplishments

- Efficiently managed the customers call records
- Avoided revenue losses by keeping the customers abreast with relevant information as regards to update as subscribers
- Efficiently managed and improved the company's outlook by rendering services to customers with quality and Professionalism
- Participant, internally organized training by Multichoice Nigeria on DSTV and GOTV product knowledge and on Effective Customer Service Representation.

MTN NIGERIA

December 2015

RESPONSIBILITIES

- Outbound calls to MTN Subscribers

- Management of each subscribers' records using the Microsoft Dynamics Customers Relationship Management software (CRM)
- Daily record keeping and update of the calls made
- Compliance to Average handling time with customers

Key accomplishments

- Efficiently managed the customers call records
- Avoided revenue losses by keeping the customers abreast with relevant information as regards to update as subscribers
- Efficiently managed and improved the company's outlook by rendering services to customers with quality and Professionalism
- Participant, internally organized training by CCSNL on Customer Service Representation.

CONSOLUTE GENERAL OF FRANCE (FRENCH EMBASSY) LAGOS

February 2014- June 2015

Archive Attendant (Visa Section)

RESPONSIBILITIES

- Activities at the Archive department
- Prompt report of issues as regards to paper documentations to the Head of Visa section
- Easy identification of files using boxes and serial codes
- Ensured proper input of all treated files on the system.
- Verification of applicants files and ensure it credibility before a visa can be issued
- Daily applicants calls and issues resolution
- Arrange untreated files accordingly before its being worked on.
- Daily search and retrieval of basics files
- Proper documentation of files of special concerns
- Destruction of old and outdated files that have stayed for the stipulated period of time for destruction at the section.
- Stamp and put date in all the passport, application letters and supporting documents as soon as it arrives at the consulate.
- Finger prints collection, documents scan and collation of passport photographs for code generation for each applicant that applied directly from the consulate.
- Interviewed students going for studies and verify their supporting documents and report to the visa head.

DE PLACE HOTEL, LEKKI PHASE 1

August 2013- December 2013

CCTV Operator and Monitor

RESPONSIBILITIES

- The activities at the hotel premises.

- Report incidents or casualties to the maintenance department.
- Checkmate and report any fraudulent activities especially if it involve staff.
- Daily report submission of the activities to the management.

DOUBLE .E. MARKETING SOLUTION, IKEJA LAGOS

January 2013- July 2013

MARKETER/ SUPERVISOR

RESPONSIBILITIES

- Effective client service delivery unit
- Daily inventory of goods
- Responsible for goods, sales and officers during marketing in the field
- Attended to customer's questions and ensured their full satisfaction
- Paid officers their daily wages at the close of business
- Report back to office with cash and ensure the remaining goods are safe and complete.
- Sourcing out for customers

BENUE LINKS NIGERIA LIMITED, MAKURDI BENUE STATE(NYSC)

November 2011- November 2012

MONITORING ASSISTANT

RESPONSIBILITIES

- Outgoing vehicles to ensure their sound condition
- Passengers' welfare and satisfaction
- Supervise the activities of the drivers in order to curtail their excesses
- Prepared daily routines for all staff of the monitoring unit
- Handover daily manifest to the management

COMPUTER SKILLS

Proficient in the use of Microsoft Office suite applications, Customer Relationship Management (CRM)

INTERESTS

Reading, Acting, Singing, Traveling and Meeting people ,and learning new things.

REFERENCE

Available on request