

# LYDIA UZONO ROMOKERE

Ada George,Port Harcourt,Rivers State, Nigeria, ,  
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## CAREER OBJECTIVE

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A committed and well motivated individual who aspires to hold a position where I will be able to Interact with customers on a daily basis.Highly articulate and having a friendly voice.I am more than able to offer concise and polite assistance to customers.I have proven capability to interface effectively with all levels of personnel of diverse background.Emloys cross cultural sensitivity and awareness to bond with clients and developing long lasting relationships. I am currently looking for an opportunity in a customer focused environment where I will be able to deliver high quality service and support my employer's vision.

## EDUCATION

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- **NATIONAL BROADCAST ACADEMY,LAGOS**  
Basic Certificate In Journalism  
  
2019
- **UNIVERSITY OF UYO,AKWA IBOM STATE**  
B.A Linguistics  
  
2015
- **MIDTOWN COLLEGE PORT HARCOURT**  
Senior Secondary School Certificate  
  
2009
- **CHRIST THE KING STATE SCHOOL I OROMINIEKE,PORT HARCOURT**  
First School Leaving Certificate  
  
2003

## EXPERIENCE

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- **KEYSTONE BANK LIMITED** *2020 - TO DATE*  
Customer service officer.  
Identify and assess customers' need to achieve satisfaction.  
Generate sales leads.  
Handle customers'complaints, provide appropriate solutions and alternatives within time limits and fellowup to ensure resolutions.  
Keep records of customer interactions,processes customer account and files documents.  
Follow communication procedures,guildlines and policies.  
Manage large amount of incoming calls.
- **Opay Company** *June 2019 - Jan 2020*  
Business Development Officer

Develop and Execute strategies to increase company sales.  
Generate sales leads.  
Analyze sales report and developing ideas to increase sales.

- **Top Radio FM**

*Jan 2019 - March 2019*

Internship  
Jingle voicing.  
Co-presenter.

- **Chiovin International School,Port Harcourt**

*2017 - 2018*

Teacher  
Taught English  
Diction teacher  
Form mistress.  
Head of drama club.

- **Community Secondary School, Otuasega**

*2015 - 2016*

Teacher  
Taught English language.  
Diction teacher  
Form mistress.

## **TECHNICAL SKILLS**

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- Knowledge of Microsoft office packages, Effective time management, Analytical skill,Team player,Effective verbal and written communication,customer oriented mindset, ability to work in an environment with little or no supervision, problem solving skills,Documentations, Excellent phone etiquette, Information analyses and people management, flexibility

## **CERTIFICATIONS**

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- Covid-19 Money laundering and terrorist financing Related Risk and mitigants
- Business continuity management system-Iso 22301
- Anti money laundering
- Service Management system-Iso 20000
- Information security management-Iso 27001

## **LINKEDIN URL**

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- : <https://www.linkedin.com/in/lydia-uzono-5b82b7176>

## **INTERESTS**

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- Meeting new people and learning new things.

## **PERSONAL STRENGTHS**

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Time management,ability to prioritize, ability to work under pressure.

**LYDIA UZONO ROMOKERE**