

Personal Profile

Open-minded, friendly, resourceful, with sound and optimistic outlook and well focus on ensuring quality service delivery to both organisation and humanity.

Academic Qualifications

- University of Benin, UNIBEN Edo State, Nigeria. 1992-1996
B.Sc. (Hons) Business Administrations
- Christ the King College, CKC Onitsha. 1984-1990
SSSC/GCE

Career History

Freelancer

Nov 2020 - Date

Activities:

- Disability projects, advocacy, empowerment and supports.
- Customer care consulting, Contract sourcing and proposal writings.

Senator Stella Oduah's Foundation (Outbound Call Campaign-Contract) Jan 4th -Feb 25th 2019

Position Held: Project/Planning Coordinator

Duties:

- Testing and evaluation of programme, identifying deficiencies and bottlenecks based on responses from grassroots communities and zonal campaign offices, calibrations and training of Call Representatives.
- Investigate programme quality, Proffer solutions to identified outbound media related problems/challenges.

Contact Solutions (ConSol) Ltd, Lagos.

Jan 6th 2010 – Oct 24th 2016

Position Held: Quality Assurance Manager

Duties:

- Quality call monitoring management and proffered solutions to areas of deficiency, evaluation and call calibrations, analysis, training and development of Contact Centre agents on Call Centre key performance indicators (KPI), monitoring and performance evaluations of Call Centre Agents.
- Plan, create and manage the overall Call Quality Planning strategy, Identified quality assurance process bottleneck and solutions, customer relationship Management (CRM)
- Project sourcing, bargain, evaluation and appraisals
- Data management, track and evaluate performance at team and individual level, supervised, and prepared quarterly training schedule for all Contact Centre agents, joint QA/HR recruitment exercise for new staff, Disability inclusive special projects, Weekly / monthly quality appraisal reports to management towards clients' expectation.

Clients (Inbound/Outbound)Projects Managed:

- Multichoice (DSTV/GOTV)
- Lagos State Emergency Service Helpline(767)
- British America Tobacco BAT
- Nigeria Breweries Plc.
- Sproxil
- BEDC & EKEDC
- Unilever

Centre for Values in Leadership CVL [UTOMI Legacy Foundation]. August 9th, 2004-May 25th, 2006
Position Held: Project Officer

Duties:

- Proffered solutions to identified needs of rural communities, Project coordination, researched on major problems slowing the pace of development in the affected rural communities, widows empowerment project co-ordination (program for widows from the lowest Socio economic segment of the society), workshop/seminar for youths, rural communities and weekly Management, Fund raising for Community Library Projects Reporting on Project activities.
- Writing of proposals, Supervision of all CVL major projects, ensuring proper implementation of programs geared towards the achievement of NEEDS and (MDG), Processing of Data collected for strategic management decisions.

National Fertilizers Company (NAFCON) Ltd, Portharcourt Rivers State. June 1997-June 1998

NYSC Primary Assignment/Post NYSC Contract

Position Held: Budget/Planning Assistant

Duties:

- Updating and reconciliation of Budget Accounts of Admin Department; A weekly activity carried out to ensure compliance with the overall objective of maintaining standard financial records for the unit

Community/Humanitarian Activities undertaken:

- **Disability rights/Wheelchair/Mobility Aids appliances project:** Nigeria **2019**
- **Poverty Alleviation/Library/Widow Support Project:** Lagos, Anambra State **2017,2019,2021**
- **COVID-19 Palliative:** Distribution for rural indigent of Anambra East and West **2021**

Key Competencies & Skills

- **Leadership:** Problem solving, planning and Organizing, Customer relationship, Negotiation, Team building
- **Competency:** Writing, Training, Microsoft word, Excel, PowerPoint

Academic Project: Export Marketing System in Nigeria; A case study of Non-oil Export Product UNIBEN-1996.

Trainings Attended:

- Preparing for Leadership – Dr. Hedrick Barley; *Leadership Paradigm House/Centre for Values in Leadership CVL*(July 9, 2005)
- Community Development – Key factor to the actualization of the NEEDS/SEEDS/LEEDS program geared towards the Millennium Development Goals (MDG) *WCVA/NNNGO Course British Council Nigeria*; 26-29th September 2005.
- Corporate Governance and Practices for Human Capital Development; the Strategic Approach; *Clarfel Consulting Group*, Lagos. July 5, 2015
- Revenue Cycle Management (RCM) for EKEDC; *Crown Interactive*. 17th-18th February, 2016
- Effective Corporate Communication Skills; *Pinewood Consultants/Associates Ltd*. 9th-11th Aug 2016
- ISO 9001:2015 Quality Management System Awareness; *Vuzela Limited(Training)*July 16, 2016

Certifications:

- Quality Assurance Global Institute (Agent Plus Customer Care Certification) QAI 2011.
 - Certified Call Centre Quality Analyst (CCCQA) 2012.
 - Certified Call Centre Manager Operations (CCCM) 2013.
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Private Engagements:

- Disability advocacy and empowerments
 - Career inclusive drive
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Attributes: Attentiveness, patience, flexibility, persuasiveness, good interpersonal, team work, excellent communication, reliability, honesty, ability to look at challenges as opportunities.

Special Peculiarity: Physically Challenged (Impaired Mobility)

References

- **Prof Jaja Nwanegbo:** Department of Political Science Nnamdi Azikiwe University Awka, Anambra State
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- **Anthony Nwachukwu.** Maritime Correspondent Authority Newspaper 10 Oguda Close, Off Lake Chad Crescent Maitama Abuja **Tel:** 08139444123. **Email:** stantonice@gmail.com
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