

SIMON OWOICHO

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Professional Summary

An enthusiastic BSC graduate with the desire to bring improvement to any organization through acquired knowledge while diligently and industriously upholding the high ethical values of the organization. I am an excellent communicator seeking development for my professional experience and skillset, equipped with the ability to maximize my full potential for the overall benefits of the organization. I am self-motivated with the aim to engage in continued professional Education with the aim of obtaining required and relevant certification capable of positioning the organization in the pinnacle of modern industrial knowledge.

SKILLS

- **Microsoft office skills (Word, Excel, Out-look, PowerPoint, OneNote**
- **Communication skills**
- **Leadership skills**
- **Organizational skills**
- **Zeal to learn and take up challenges**
- **Team collaboration**
- **Strategic planning**
- **Passion for building relationships, cultivating partnerships and growing businesses.**

EXPERIENCE

PEETOY NIG LTD

Feb. 2017 to November March 2018

OFFICE MANAGEMENT

- **Setting up, developing and maintaining computer networks within the company.**
- **Connecting wireless connections and routers to make networks using several network topologies.**
- **Configuring network connectivity and internet access in the computer lab.**
- **Troubleshooting and installation of appropriate software such as Microsoft suites for computers.**

VARLIANE PARK

December 2018 to May 2020

CUSTOMER SERVICE ADVISOR

- **Assist with placement of orders, refunds or exchanges specializing in quality, speed and process optimization**
- **Leveraging superior communication and relationship-building strengths to increase and retain long-term customers**
- **Highly adaptable to addressing diverse customer needs.**
- **Processing high volume of error-free transactions and effectively managing all tasks within required timeframes.**
- **Monitoring and reviewing daily progress and identifying improvement.**
- **Providing regular updates to the management board.**

BIG DEE NIGERIA LTD

June 2020 to December 2021

Call Center Agent

- **Ensure timely and accurate recording of information from sales and products as required.**
- **Provide advice to these people as directed protocols/procedures/guidance, including details how to get goods ordered for.**
- **Escalate and refer challenging or complex cases or incidents to the relevant person.**
- **Ensure that all documentation is complete and filed according to the records management process at the end of each day.**
- **Ensure compliance with team handover procedures, in line with standard operating procedures**
- **Participate in training necessary to fully carry out the duties of the role, including mandatory updates and refresher training.**

HGS Covid Vaccination campaign – Birmingham, WEST MIDLANDS

August 2022 – October 2022

CALL CENTER AGENT

- Interviewed citizens testing positive to COVID-19 and their contacts in line with standard call scripts and operating procedures over the phone
- Ensured timely and accurate recording of information from interviews on Contact Case Management System and other systems, as required.
- Processed complaints professionally, seeking effective, timely solutions to establish continued customer satisfaction.
- Provided advice to citizens and their contacts as directed by protocols/procedures/guidance, including details about isolation period and what to do if contacts have or develop symptoms of COVID 19.
- Escalated and referred challenging and complex cases or incidents and outbreaks of COVID19 to appropriate operations manager.
- Ensured that all documentation is complete and filed according to records management process at the end of each day.
- Participated in training necessary to fully carry out duties of the role, including mandatory updates and refresher trainings.
- Contributed to the work of the wider COVID-19 response team as response Evolved

DELIVERY BOSS GLOBAL CONCEPT

NOVEMBER 2022 TO JANUARY 2024

CUSTOMER SERVICE ADVISOR

- Responding to customer complaints

- Escalating problems to the technical team or other members of the product team
- Updating customer information in the company database
- Providing information about new and existing products and services
- Tracking and processing new orders and refunds
- Making sales and processing payments, when necessary
- Performing administrative tasks as assigned by the Supervisor

EDUCATION

BSC: SOCIOLOGY AND ANTHROPOLOGY
Niger Delta University 2014

SSCE: Aladja Grammar School 2005

Reference will we be given upon request.