

# SEGUN, VICTORIA EUNICE

## CONTACT

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✉ omowummyvikky@gmail.com

☎ 08101558358

📍 Yaba, Lagos State

## SKILLS

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Strong communication and good interpersonal skills.

Patience, active listening and empathy

Effective planning and executing skills and the ability to pay attention to details

Imaginative and critical thinking

Functional IT skills with proficiency in Microsoft office tools

Ability to prioritize and manage time effectively

Logic and analysis

Excel, PowerBI

## INTERESTS

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I enjoy activities that help me to learn and give back to the society and volunteering is the best opportunity.

In my spare time, I enjoy playing puzzles, number and word games.

Reading a lot and surfing through the internet expands my knowledge broadly and updates me on various topics

## EXPERIENCE

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*June  
2023 -  
Present*

### **Associates, Resolution**

NewGlobe

Manage incoming calls from school sites, supervisors and Regional Managers  
Identify and assess callers' needs to achieve satisfaction/ Resolution  
Keep records of customer interactions through creating tickets and other tools/systems.

Follow communication procedures, guidelines and policies

Monitor internal system tools and identify issues for resolution

Work with School Supervisors, Principals and the school team to resolve issues arising from schools

*Jan -  
December  
2022*

### **Instructor**

Oyeleke Memorial College, Offa. (NYSC)

Conducted data entry and maintained employee records.

Activated and engaged the students interests for a good learning environment. Instructed and coordinated pupils to effective learning and understanding.

*October,  
2018 -  
April,  
2019*

### **Mathematics teacher**

Ajayi Crowthe Memorial Senior Grammar School

Activated and engaged the students interests for a good learning environment. Instructed and coordinated pupils to effective learning and understanding.

*January  
-  
October  
2015*

### **Administrative Assistant**

Great Kiddies Nursery and Primary School

Assisted the secretary to organize the school administrative tasks ; sorting payments, keeping proper records, reviewing the daily progress of the institution.

Assisted management in taking minutes.

## OBJECTIVE

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A business enthusiast and a passionate, creative and enthusiastic scientist. I'm driven by a strong sense of responsibility to impact my society and gain knowledge in the world of technology.

## EDUCATION

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*August  
2021*

**BSC(ED) in Education / Mathematics**  
University of Lagos

*January  
- June  
2023*

**Data Analysis**  
New Horizons, Ikeja

**Customer Service Training**  
Ingenium

## ACTIVITIES

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Transforming Nigerian Youths