**UMEZURUIKE UCHENNA CHARLES**

**PERSONAL DETAILS**

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| Full Name | UMEZURUIKE UCHENNA CHARLES |
| Home Address | NO 26 LANRE BALOGUN STREET, IJEGUN ALIMOSHO, LAGOS STATE. |
| E-mail | [uchecharles97@gmail.com](mailto:uchecharles97@gmail.com) |
| Telephone Number Home | +2348178199807 |
| Telephone Number Mobile | +2347088997586 |
| State of origin | Abia State |
| Nationality | Nigerian |
| Country of Residence | Nigeria |
| Gender | MALE |
| Date of birth | 09/November/1997 |

**CAREER OBJECTIVE**

To enhance my skills and knowledge by working in a dynamic organization that prides itself in giving substantial responsibility to new talent. To be result oriented, target driven, impact into young minds and looking to contribute to the organization’s objectives and goals through commitment, cross functionality, mutual support, personal discipline, teamwork and continuous self-improvement.

**JOB EXPERIENCE**

**SUMERU NIGERIA LTD (ACCESS BANK) (14 NOVEMBER 2023– TILL DATE)**

**JOB TITLE: CONTACT CENTER AGENT**

ROLES/RESPONSIBILITIES

* Identifying customers' needs
* Make outbound calls
* Following up calls
* Answering inbound calls
* Keep customers data accurate
* Escalate issues to supervisors and managers

**JOB EXPERIENCE**

**CARPARTS NIGERIA (1 NOVEMBER 2022 – 30th SEPTEMBER 2023)**

**JOB TITLE: SOCIAL MEDIA PERSONNEL/ GRAPHICS DESIGNER** ROLES/RESPONSIBILITIES

* Implementing social media platforms’ content strategies.
* Analyzing engagement data online.
* Identifying trends in customer interactions
* Planning digital campaigns to build community online.
* Developing visual assets to support a marketing campaign.
* Designing a graphics overlay for social media posts.
* Formalizing the layout for a print ad.
* Retouching photos for digital signage.

**JOB EXPERIENCE**

**CHICKEN REPUBLIC (8 AUGUST 2022 – 30 OCTOBER 2022)**

**JOB TITLE: MANAGER ON TRAINING (GRADUATE TRAINEE)**

ROLES/RESPONSIBILITIES

* Learning about all the sections
* Doing quality checks
* Knowing and recording the temperatures of some vital areas in the company
* Taking and recording of stocks

**JOB EXPERIENCE**

**MURPHY BEN INTERNATIONAL (NOVEMBER 2020 – JULY 2022) JOB TITLE:** SOCIAL MEDIA CHANNEL MANAGER/CONTENT CREATOR

ROLES/RESPONSIBILITIES

* Creating contents
* Distribution of contents
* Data entry
* Graphics design knowledge upgrade

**JOB EXPERIENCE**

**LAGOS STATE ENVIRONMENTAL PROTECTION AGENCY (NYSC 2019-2020) JOB TITLE:** TECHNICIAN ASSISTANT

ROLES/RESPOSIBILITIES:

* Participated in several site survey both old and new projects across Lagos state
* Conducted projects inspection to ascertain electrical and electronic waste products are properly kept and disposed in accordance to quality standard
* Accomplished and delivered monthly reports including an operation summary of completed and planned operational activities

**JOB EXPERIENCE**

**ST’ TOBY PHARMACY (APRIL 2017 – MAY 2017)**

**JOB TITLE:** INDUSTRIAL TRAINING (1 MONTH)

ROLES/RESPOSIBILITIES

* Maintain receipts, records, and withdrawals of the stockroom.
* Receive, unload, and shelve supplies.
* Perform other stock-related duties, including returning, packing, pricing, and labeling supplies.

**JOB EXPERIENCE**

**SURE DIAGNOSIS HEALTH SERVICES (MAY 2017 - SEPTEMBER 2017**)

**JOB TITLE:** STUDENTS INDUSTRIAL WORK EXPERIENCE SCHEME (5 MONTHS)

ROLE/RESPOSIBILITIES:

* Conducting of tests.
* Examination of samples.
* Collection of samples.
* Managing and overseeing laboratory works.
* Cultivation (growth), identification and antimicrobial susceptibility of microorganisms
* Repaired machines, equipment or structures as necessary.

**EDUCATION AND QUALIFICATION**

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| --- | --- |
| SCHOOL | ABIA STATE UNIVERSITY UTURU. |
| DEGREE | BACHLOR OF SCIENCE |
| COURSE STUDIED | MICROBIOLOGY |
| YEAR OBTAINED | 2018 |

|  |  |
| --- | --- |
| SCHOOL | FEDERAL GOVERNMENT COLLEGE IKIRUN, OSUN STATE |
| CERTIFICATE | NATIONAL EXAMINATION COUNCIL (NECO) |
| YEAR OBTAINED | 2014 |

**CERTIFICATION**

* National Youth Service Discharge Certificate **(NYSC)**
* Product Design (UI/UX)

**COMPUTER KNOWLEDGE**

* Microsoft Office Package
* Graphics Design
* UI/UX (Product Design
* Video Editing (Filmora)

**STRENGTH, SKILLS AND COMPETENCE**

* Good knowledge of all Microsoft office.
* Excellent communication skills,
* Ability to learn fast,
* Health and Environmental Safety.
* Effective team player and Goal Setting Skill,
* Interpersonal Skills,

**LANGUAGE PROFICIENCY**

* Fluent in English language

**REFEREES**

Available On Request