

CHIDERA AKANNO

Omole Phase 2, Lagos State.

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DATE OF BIRTH: June 4th, 1997. **SEX:** Female

A highly motivated , organized and passionate professional with a proven track record in customer relationship. With a strong desire to learn and grow, I am eager to bring my dedication and problem-solving skills to a dynamic team. I am ready to leverage my abilities to adapt and learn quickly in a challenging new role.

EXPERIENCE

NOVEMBER 2022 – DATE

JUNIOR PSYCHOLOGIST AND SOCIAL WORKER , GREY INSIGHTS LIMITED, OPEBI, LAGOS.

- ◆ Identified emotional, mental, and behavioral problems with clients.
- ◆ Observed the efficacy of training programs and assisted in developing them.
- ◆ Managed clients' HMO authorization proceedings and claims process.
- ◆ Helped clients define goals and planned action to achieve personal, social, educational, and vocational development and adjustment.
- ◆ Monitored client progress through regular telephone calls, meetings, or sessions.
- ◆ Compiled a detailed report on client's progress and the success of the intervention.
- ◆ Facilitated engaging wellness sessions for patients on admission daily.
- ◆ Organized programs and activities following the mission and goals of the organization.

AUGUST 2022 – OCTOBER

CUSTOMER SERVICE REPRESENTATIVE, AVANT GARDE BY SOUL CHOW, IKOYI, LAGOS.

- ◆ Welcomed guests to the restaurant and provided appropriate seating arrangements for them.
- ◆ Managed reservations and kept an organized online reservation system.
- ◆ Coordinated the wait staff about appropriate seating options.
- ◆ Addressed Customers' queries and maintained cordial customer relationships

SEPTEMBER 2020 – JULY 2021

CUSTOMER SERVICE REP/SUPERVISOR, STUDIO 24, LAGOS STATE.

- ◆ Assisted with sales and information about amount of products and services.
- ◆ Resolved customers' complaints via phone and email.
- ◆ Assisted with placement of orders and informed customers of deals and promotions.
- ◆ Compiled reports of overall customer satisfaction and feedback.
- ◆ Trained and supervised new employees in the company's policies and practices.
- ◆ Planned, developed and monitored projects for clients and ensured total satisfaction.

FEBRUARY 2020 – AUGUST 2020

FASHION INTERN, J & J FASHION HOUSE, WARRI, DELTA STATE.

- ◆ Assisted with sales and selection of fabrics and fashion accessories.
 - ◆ Planned and prepared schedules and booked down customers appointments.
 - ◆ Organized samples and clothing inventories for both existing and new customers.
 - ◆ Conducted market research to learn about upcoming fashion trends and recorded information.
- Created engaging blog posts and social media contents to boost clientele.

JANUARY 2019– MARCH 2019

FASHION TRAINEE, HOUSE OF JUMBO FASHION ACADEMY, ASABA.

- ◆ Learnt the act of constructing, cutting and sewing fabric designs.
- ◆ Learnt the use of a sewing machine and its maintenance.
- ◆ Studied the art of fashion illustration.

Recognized as the most passionate and zealous trainee in my set.

EDUCATION AND CERTIFICATION

AUGUST 2022

NYSC DISCHARGE CERTIFICATE,

AFIJO LOCAL GOVERNMENT, OYO STATE.

APRIL 2022

CERTIFICATE OF PROFICIENCY: ASSOCIATE PROFESSIONAL IN PROJECT MANAGEMENT (APPM), RESOURCE MANAGEMENT CERTIFICATE INSTITUTE.

AUGUST 2018

BACHELOR OF SCIENCE IN EARLY CHILDHOOD EDUCATION AND PSYCHOLOGY, UNIVERSITY OF BENIN, BENIN CITY.

FEBRUARY 2014

FIRST SCHOOL LEAVING CERTIFICATE, SONNICITY UNIVERSAL SCHOOLS, UGHELLI, DELTA STATE.

SKILLS

- Customer service
- Project Management
- Microsoft Office
- Public speaking
- Active listening
- Communication
- Content creation/writing

ACTIVITIES/ACHIEVEMENTS

Traveling, reading, content writing, drawing, painting and designing.

I have two published books online with over six thousand reads and reviews and a series of unpublished articles. I have worked with designers and makeup artists as both runway/fitting model and face model for billboards, respectively. I have taken classes on makeup artistry and fashion illustration online with high profile fashion experts.

REFERENCES: On request.