BILLY ANITA IMOH

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**Address: Abuja, Nigeria.**

**PROFESSIONAL PROFILE:**

**Tactful and Dedicated Professional with significant knowledge and experience in problem solving in the Products and Services field. Strengths include; Highly Result oriented and Confidence in the processes to achieve companies’ Goals and Objectives. My continuous Improvement mindset, People Management and of course, Human Relationships experience.**

**EDUCATION**

**CARITAS UNIVERSITY - Mass Communication Degree (B sc.)**

**2012—2016**

**RELEVANT WORK EXPERIENCES**

**Colvi Limited, Studio 24: April 2023 –**

**Customer Service Officer.**

* **Facilitating execution of photography sessions for the clients.**
* **Assisting customers to make informed choices by providing necessary service Information for further action.**
* **Ensuring customers get their photographs, frames and other products paid for on time on the agreed date through their Emails or physically.**
* **Accurate, detailed response to product and services question, providing detailed information related to products.**
* **Resolving reoccurring products complaints by working with the suppliers directly to get information relayed to the customers.**
* **Upselling. Advertising Company Picture Frames, Photobooks, photo Sessions packages etc.**
* **Updating Customers’ Information for further Marketing of company products and Services**
* **Preparing and Sales Report of every transaction by the end of every business day.**

**Young Initiative for Africa (YIFA) Teamwork & Creativity Initiative: 2021-2023**

**Operations/PR Assistant: Volunteer (Hybrid)**

* **100% input and review of social Media contents before upload.**
* **Writing and Reviewing Letters to selected partners and relevant organizations that ensure hitch-free execution Projects.**
* **Involved in all the processes and stages from Project Inception to Project Execution**
* **World Museum Day with YIFA at FCT Ethno- Historic Museum. (2021).**
* **The maiden Edition of Yifa Skill City Champions League (YSCCL) (2022).**
* **The After CDS Project Organized workshop for Soft Skill Acquisition for Junior Secondary school. (2022).**

**Federal Capital Development Authority (FCDA): Jan 2020 - Jan 2021**

**Project Staff- Secretary (Hybrid)**

* **Officers in charge of the construction of Ngwa Umudioka Street, Abuja Road Construction until completion.**
* **Organized, sourced, filled documents efficiently as quickly as possible in the office’s fast-paced environment.**
* **Prepared, distributed Reports and Memos necessary documents for further necessary action.**
* **Ensured confidentiality and security of sensitive Official files and documents.**
* **Necessary Strong communication skills to accurately Prepare Documents for further action.**
* **Preparation of monthly progress report on the construction Projects for superiors to keep superiors abreast on the Project.**
* **Monthly Salary Sheet Preparations for Addition of new Staff, Subtractions, Increases and release of payment to all Project Staff.**

**Century 21 Freedom Group (Int’l. La Buena Vida) Abuja, Nigeria**

**2019 – 2020**

**Marketing/Customer Care Representative**

* **Utilized the company’s strengths for maintained customer retention and patronage, increasing customers’ patronage by 30%**
* **Generated sales lead by 100% through various marketing resources provided by the company**
* **Accurate, detailed response to product and services question, providing detailed information related to products.**
* **Preparation of monthly reports on supply and sales of products and services.**
* **Managed large amount of Cold and Warm Incoming and outgoing calls to meet sales target and call handling quota. Maintained Customers’ Information Data-base.**
* **Resolved reoccurring products complaints by working with the suppliers directly to get information relayed to the customers.**

**Transmission Company of Nigeria (TCN) Shiroro, Niger, Nigeria**

**June 2017- May 2018**

**Administrative Officer**

* **Organized, sourced, filled documents efficiently as quickly as possible in the office’s fast-paced environment.**
* **Prepared, distributed Reports and Memos necessary documents for further necessary action.**
* **Ensured confidentiality and security of sensitive Official files and documents.**
* **Exhibited Strong communication skills necessary to accurately assimilate and pass on information to the necessary departments for further action.**
* **Became pro-active and forward thinking with issues that required quick on the spot decision-making.**

**RELEVANT SKILLS**

* **Written/Oral communication**
* **Telephone skills**
* **Typing**
* **Complaint Resolution**
* **Detail Oriented**
* **Listening skills**
* **Time Management**
* **Organizational skills/ Team player**
* **Strategic Thinking/Problem-Solving**
* **Customer Need Recognition**
* **Patience**
* **Interpersonal Skill**
* **Team Player**
* **Receptive to new technologies and skills**
* **Empathy**
* **Open-mindedness**

**COMPUTER SKILLS**

* **Word Processing**
* **Spreadsheet**
* **Email**
* **CRM Tools (ODOO, Slack)**
* **Accessing the internet**

**REFERENCES**

* **Available upon request.**