**GRACE AMARACHI ONYEKWERE**

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## Professional Experience

1. **Research Assistant**

**Forestry Research Institute of Nigeria (FRIN), Soil Department December2025 - Till date**.

* Collaborate with a team to analyze various soil types, assessing their suitability for different plant species.
* Conduct research and experiments related to soil salinity, studying the impact of saline conditions on soil health and plant growth.
* Utilize laboratory equipment and techniques to conduct soil salinity tests and identify factors affecting soil quality.
* Assist in the development of recommendations for improving soil quality, including mitigation strategies for salinity issues.
* Participate in fieldwork, collecting soil samples from different regions for analysis and comparison.
* Document research findings and contribute to scientific reports and publications that aid in improving soil management practices.

1. **ALX Nigeria**

African Leadership Experience is a unique educational institution that aims to transform Africa by empowering its people with leadership skills and an entrepreneurial mindset.

**Team Lead call center ALX September 2023- March 2024**

• Managing, coordinating, supervising, and training groups.

• Coaching team members as needed on how to be professionals in handling calls.

• Overseeing the performance of the team using a kpi report.

• Preparing the team work schedule and off days to ensure team productivity to avoid shrinkage.

1. **SafeBoda Nigeria:**

A multi-national bike-hailing company geared at providing safe, convenient and mobile-first transportation for Africa’s booming young population.

**Customer Experience February 2021 - December 2022**

• Created an efficient feedback loop system with other departments by sharing customer insights and trends which improved product and service by 20%.

• Collaborated with cross-functional teams to refine and implement quality assurance processes, ensuring accurate and consistent handling of customer interactions.

• Prepared weekly, monthly and quarterly departmental reports to highlight the team’s overall performance, including strengths, weakness, opportunities and threats.

1. **ISON BPO:**

A company that provides a range of outsourcing services to businesses across various industries.

**Customer Support Representative September 2018 - February 2021**

• Engaged customers through various communication channels (phone, email, chat, and social media) to address inquiries, provide information and proffer solutions.

• Developed a deep understanding of the products or services offered by the client and being able to convey this knowledge to customers.

• Exceeded customer service call volume, sales and customer satisfaction by 250%, 150% and 128% respectively.

1. **Forestry Research Institute of Nigeria:**

**Bio-technology Intern (National Youth Service Corps) 2016 - 2017**

• Assisted laboratory staff with various tasks, such as preparing reagents, setting up experiments and conducting basic lab procedures under supervision.

• Maintained accurate and detailed lab notebooks, documenting

experimental procedures, results and observations.

• Learned to operate and maintain specialized laboratory equipment such as centrifuges, spectrophotometers, PCR machines, and chromatography systems.

## Education

**Federal University of Agriculture, Nigeria**

January 2012 - December 2016 Bachelor of Science (BSc) Chemistry

**Lead City High School, Ibadan**

May 2005 – July 2011 Senior Secondary School Certificate (SSCE)

**Sacred Heart Primary School, Ibadan**

First School Leaving Certificate

January 1999 - July 2005

## Skills

- Vephla Software University

• Upper Credit (UC) Front-end Engineering **2023**

ISON BPO

• Best Customer Service Representative (Outbound) **2019**

Equip Concept

**REFEREES**

1. Dr Salaudeen Gbenga Taofeek

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Forestry Research Institute of Nigeria.

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