

# Blessing Uyoyooghene Odueme

Eager to expand my set skills through external trainings, to succeed in an environment of growth and excellence and meet personal and organizational goals.

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## EDUCATION

### Bsc

#### Lead City University

2018 - 2021

Ibadan, Nigeria

##### Courses

- Teamwork and Organizational Dynamics,
- Industrial Conflict,
- Operational Research and Project Evaluation,
- Teamwork and Organizational Dynamics,
- Organizational Behavior.

## WORK EXPERIENCE

### Customer Service Executive

#### Access Bank

2023 - Present

##### Achievements/Tasks

- Relaying extensive product information to customers,
- Providing customers with clear instructions to resolve issues,
- Logging customer interactions, including contact information, purchases and resolutions.,
- Managing customers requests, complaints, and enquiries and ensuring customer satisfaction.

### HR/Administration

#### Trace Media

2022 - 2023

##### Achievements/Tasks

- Staffing and Talent Management,
- Brand Management (posting on their socials and strategic ideas),
- Content Creation ( filming and editing of pictures and videos,
- Office Administration and Management,
- Sending out invoices and receipts,
- Sales Documentation.

## ORGANIZATIONS

### T-theatre Academy (2021 - Present)

Actor

## SKILLS

Interpersonal skill

Problem Solving

Customer Relations

Contact Centre Services

Communication Skills

## CERTIFICATES

Pro-Chancellor's Community Service Certificate (2021)

Institution of Personality Development and Customer Relationship Management (05/2021)

## LANGUAGES

English

Full Professional Proficiency

Yoruba

Full Professional Proficiency

## INTERESTS

Theatre,

Social media

management

Excellent orgazational skill