

# Uyanah Joseph Uyim

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📍 PLOT C 60 DAWAKI NEWS ENGINEERING FL12 Und St. Dawaki, Abuja Nigeria 📅 01/08/1994 🇳🇬 Nigerian

👤 Single 🧑 Male

**A versatile professional with an aim to attain professional distinctions with keen dedication to duty. A good team player and a goal driven individual willing to work in every and any working environment for effective productivity and to achieve both company and individual goals.**

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## Education

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**BSc Political Science, University of Calabar** 2015 – 2021  
Calabar, Nigeria

**West African Examination Council (WAEC), Federal Government College Kwali** 2009 – 2012  
Kwali - Abuja, Nigeria  
During my time in my senior year, I served as the school Library Prefect, Public Relations Officer (P.R.O) for Young Catholic Student and later became the President. I also was the President of Young Painters Club.

**Junior School Certificate Examination (JSCE), Junior Secondary School** 2006 – 2009  
Gwarinpa Estate Abuja, Nigeria

**First Leaving School Certificate (FLSC), Gwarinpa Estate Primary School** 2000 – 2006  
Gwarinpa, Abuja, Nigeria

## Professional Experience

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**CUSTOMER SERVICE REPRESENTATIVE/CALL CENTER SPECIALIST,** 03/2022 – present  
*OUTSOURCE GLOBAL TECHNOLOGIES LIMITED (CITIZENS DISABILITY, WORCESTER, MA)* Abuja, Nigeria

- Make inbound and outbound calls using G suits
- Send outbound emails to clients using G suits
- Provides solutions, information, and recommendations to clients
- Handling client complaints or transferring clients to supervisor if need be
- Upselling and cross-selling
- Conducting market research.
- Managing and updating customer databases.

**Electoral Facilitator, Independent National Electoral Commission (INEC)** 11/2021 – 10/2022  
Mararaba, Nasarawa, Nigeria

- Provided assistance in the registration and transfer of permanent voter's cards.
- Scheduled and coordinated meetings and appointments
- Maintained utmost discretion when dealing with sensitive topics.
- Wrote and distribute email, correspondence memos and letters
- Answer and direct phone calls.
- Plan meetings and take detailed minutes.

**Front Desk Staff, The Pizza Place Gwarinpa** 2015 – 2018  
Gwarinpa, Abuja, Nigeria

- Manage transactions with customers using cash registers
- Scan goods and ensure pricing is accurate
- Collect payments whether in cash or credit

- Issue receipts, refunds, change or tickets
- Cross-sell products and advertise/ introduce new ones

**Waiter, SISTAX FOOD ARENA**

2014 – 2015  
Gwarinpa, Abuja,  
Nigeria

- Greet and escort customers to their tables
- Provided excellent wait service to ensure satisfaction
- Taking customer orders and delivering food and beverages
- Making menu recommendations, answering questions, and sharing additional information with restaurant patrons.

**Cashier, CHICKEN ETCETERA**

2013 – 2014  
Gwarinpa, Abuja,  
Nigeria

- Manage transactions with customers using cash registers
- Scan goods and ensure pricing is accurate
- Collect payments whether in cash or credit
- Resolve customer complaints, guide them, and provide relevant information

**Skills**

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Leadership	Adaptability
Team Player	G-suit, Microsoft words inclined
Multitasking	Good Communication Skills
Attentive to details	Critical thinking and Problem solving
Good Time Management	Tech Savvy

**References**

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**Available on request**

**Certificates**

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**National Youth Service Corps  
(2022)**  
Certificate of National Service

**Certificate of Recognition  
(2023)**  
Outsource Global Most Improved  
Agent of the Quarter