

AGADA JOSEPH ODUGBOCHE

1 Ohaire street, oremeji bus stop, Shasha akowonjo, Lagos.
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PROFESSIONAL SUMMARY

Multi-talented Team Member able to take on any required task and adapt to changing conditions with a resourceful and hardworking mindset. Dedicated to business success and ready to learn more and advance professionally.

WORK HISTORY

2018- 2020

Supervisor

S & P Bakery, Eatery and Event – Akowonjo, Lagos

- Ensure the freshness of all bakery items and food in a bakery.
- Ensure cleanliness and hygiene in the bakery premises.
- Greet customers and provide quality personalized service.
- Coordinate with stores manager and other bakery staff in serving customers.
- Maintain and control inventory of baked items

05/2018 – 11/2018

After-sales officer

Jumia E-commerce, Lagos.

- Respond to e-commerce customer service issues in a timely & friendly manner.
- Manage pre and post-purchase inquiries via email, phone calls, WhatsApp, and social media platforms for all brands within my portfolio.
- Processing of eCommerce orders.
- Ensure customers are 100% satisfied by giving them the right product.
- Follow dealership guidelines for the sale of accessories

01/2017 – 03/ 2018.

Computer store attendant

Smart-link computer institute.

- Prepared reports on business activities handled during the week.
 - Troubleshoot hardware, terminals, software and connectivity issues.
 - Track customers' time and charges at computer terminals and keep daily records.
 - Clean computer areas and tables and keep the premises neat and tidy.
 - Help customers with the use of computers, applications and internet usage.
 - Respond to customers who encounter error messages while accessing websites, emailing and downloading content.
 - Assist customers with downloads, printing, scanning, attaching and emailing documents.
 - Monitor use of computers, media equipment, printing equipment and other machines to ensure compliance with café policies and applicable laws and regulations.
 - Sell computer accessories, stationery and other cyber-related goods and services while providing advice to customers on care and usage.
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SKILLS

Data entry
Computer skill.

Strong Interpersonal and Communication Skills.

Customer service.

Good time management skills.

Ability to Work with others.

Critical thinker and problem solver.
Computer programming skill.
People oriented and results driven.

Ability to work with minimal supervision.
Goal Oriented and Self Motivated.
Sales Strategies.

EDUCATION

2022 **Higher National Diploma in Computer Science**
 FEDERAL POLYTECHNIC NASARAWA.

2016 **National Diploma in Computer Science**
 FEDERAL POLYTECHNIC NASARAWA.

2013 **West African Examination Council Certificate**
 MILLENNIUM SECONDARY SCHOOL, - Egbeda, Lagos

REFERENCES

Available upon request

ADDITIONAL INFORMATION

RELIGION: Christianity