WUHNI REJOICE FAWE

Plot 74 CBN Estate, Apo, Abuja, Federal Capital Territory

 Email: resy.fawe@gmail.com GSM: +234 803 936 0743

**PROFESSIONAL SUMMARY**

***Nationality: Nigerian***

***Availability: Immediately***

***Languages: English, Hausa***

***Availabilty: Immediately***

***Languages:English, Hausa***

*Detail-oriented English transcriber offering 3 years of experience. Demonstrated success in fast paced settings to provide a range of transcription services in various fields of specialization.*

### KEY SKILS

* Teamwork
* Computer Savvy with strong IT skills and working knowledge of Microsoft Word, Excel, PowerPoint and Internet.
* Social Media skills
* Willingness to learn
* Project Management
* Trados
* Express Scribe
* WordFast

**EXPERIENCE**

**August 2019 - date Appen**

 **QA reviewer/Language Consultant**

* Checking transcribers work to ensure it is according to the provided guidelines
* Checking for accuracy in the use of Hausa language in terms of spellings, punctuations and use of terminologies

**August 2019 – date Appen**

 **Transcriber/Annotator (Independent Contractor)**

* audio transcription
* Annotation

**June 2019 – Aug 2019 GoTransparent**

* **English to Hausa Software/IT translation**

**May 2019 – June 2019 Appen**

 **Hausa Translator (Independent Contractor)**

* **English to Hausa General translation**

**April 1 – 30 May 2019 Melocalgate**

 **Hausa translator (Independent Contractor)**

* Hausa to English General translation

**April 1 – 30 April 2019 VIAX Corporate Language Solutions Ltd.**

* **S**ocial media translation from Hausa to English

**May 2018 – Feb 2019 Lionbridge Technologies**

 **Hausa translator/Transcriptionist (Independent Contractor)**

* Hausa to English translation and vice versa
* Audio transcription
* Assisting in language research voice recording

 **September 2018 – April 2019 Appen**

 **Social Media Evaluator**

**July – August 2018 E-Data Farm**

 **Transcriptionist (Hausa Language)**

* Hausa to Hausa audio transcription

**Aug 2017– Date Translators Without Borders**

 **Hausa Translator(Volunteer)**

* Translation of surveys prepared by Non-Governmental Organizations from English to Hausa language

**April 2016 – May 2018 Integrated Health Care Ltd. Abuja, FCT**

 **Client Relations/Front Desk Officer**

* Attending to all incoming calls at the call centre, and routing to the appropriate unit as well as recording call details
* Liaising with National Health Insurance Scheme (NHIS), Health care providers, parastatals and corporate bodies that are on our network from time to time
* Attending to visitors and attending to their complaints and enquiries
* Organizing sensitization forums in each parastatal under our network.
* Preparation and submission of weekly, monthly, special and annual reports to the Group Divisional Head.
* Prompt resolution of complaints from enrolees in assigned parastatals and ensuring client satisfaction.

**Aug 2013 – Dec 2015 Tech Mahindra Ltd (BPO – Airtel Nigeria Support Contact Center) Abeokuta, Ogun State**

***Customer Care Associate – Inbound/Outbound***

*Main role – Ensuring Airtel dealer issues are logged and resolved.*

* Liaising with relevant departments to resolve queries.
* Highlighting corrective actions for dealers issues.
* Delivering prepared sales scripts in persuading potential customers or clients to purchase the organization’s product or service.
* Entering data and maintaining database of existing customers or potential customers

**EDUCATION**

**M.Sc Mass Communication** Development Communication (In View)

**B.A (Hons) Mass Communication,** *Bingham University,Karu, Nasarawa State* 2007 - 2011

**SSCE** *Redeemed People’s Academy, Zaria road, Jos, Plateau State.* 1999 – 2005

**First School Leaving Certificate** *Children Academy Private School, Jos, Plateau State* 1991 - 1999

**QUALIFICATIONS OBTAINED WITH DATES**

 Graduate Internship in International Development 2018

National Youth Service Corp Discharge Certificate 2013

Executive Masters in Project Management 2012

B.A (Hons) Mass Communication (Second Class Upper Division) 2011

SSCE O/Level Certificate 2005

First School Leaving Certificate 1999

**TRAINING**

Time Management, Tech Mahindra Nigeria 2014

Creativity and Innovation, Tech Mahindra Nigeria 2014

Leadership skills, *Tech Mahindra Nigeria* 2014

Communication Skills, *Tech Mahindra Nigeria* 2014

Project Management ( Prince 2), Jos, Plateau State 2012