

ADDRESS:

No 17, Maj Gen T.Y. Buratai
Cresent, Mararaba, Nasarawa
State

ONYEOMA VIVIEN NNAMUAH

Objectives

Seizing every available opportunity to work closely and passionately with individuals, institutions in Private sector, Government and Non-governmental organizations for value-Creation. I strongly believe that the key to personal and organizational success lies in the ability to create value that will lead to positive transformations in the society. No other reason could best account for my existence than this singular purpose.

Skills

- Strong decision maker
- Innovative
- Complex problem solver
- Service-focused
- Good interpersonal skills
- Proficient in Microsoft packages
- Excellent communication skills
- Excellent organizational abilities

Experience

Search Engine Evaluator • TELUS INTERNATIONAL

May 2022 – till present

- Analyzes search engine results to ensure accuracy and relevance

Freelance Translator • RWS MORAVIA

July 2021 - till present

- Translate English Vocabulary to Igbo while making sure that the structure of the sentences and grammar used are correct for both languages.

Team Lead/Call Center Agent • OUTSOURCE GLOBAL TECHNOLOGIES LIMITED, ABUJA

February 2020 – till present

- Manage large amounts of outbound calls in a timely manner.
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives.
- Keep records of all conversations in our call center database in a comprehensible way.
- Multitasking to handle the needs of various reps at the same time.
- Ensure correct procedures are followed and routinely give directions to staff on what to do and how to improve.
- Following through on inquiries and projects to ensure completion.
- Managing performance of Team members seriously but tactfully.



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CERTIFICATION

- Jobberman Soft Skills- **2021**
- Linked In Learning Customer Service: Problem Solving and Troubleshooting- **2021**
- Simple learn: Introduction to Data Analytics- **2022**
- Google IT Support (In view) – **2022**

REFEREES

Available upon Request.

Manager • HANDCRAFT CONFECTIONERS, ABUJA

April 2013 – January 2020

- Develop personal growth opportunities.
- Maintain staff by recruiting, selecting, and training employees.
- Delegate task according to the department's needs.
- Motivate Staff and create an environment where employees thrive.
- Enforce policy to cultivate an environment that makes employees hold one another accountable for their actions.
- Evaluate data and employee performance.

EDUCATION

Bachelor of Arts: English Language • 2018

Chukwuemeka Odumegwu Ojukwu University (Formely ANSU)

West Africa Examination Council (WAEC) – 2010

DR Soyemi Memorial Secondary School, Festac Town, Lagos.

First School Leaving Certificate (FSLC) -2004

Aunty Alice Nursery and Primary School, Mararaba, Nasarawa.

National Youth Service Corps (NYSC) – 2019



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