**IMEGWU PROMISE CHIBUIKE**

***21 Temidire Street, Olodi-Apapa, Lagos State, Nigeria***

\*Gender: Male. Mobile: 08069382425. \*Email:[promisechibuike@gmail.com](mailto:promisechibuike@gmail.com)

\* Born: 28th September, 1989

**Career Objective**

A position in a Multinational Manufacturing Organization, involved in real time application of information technology; where my contributions will be harnessed with others to put the organization ahead of competitors, yet attaining professional distinction and proficiency.

**Education**

**FEDERAL UNIVERSITY OF TECHNOLOGY, OWERRI** 2006 - 2011

**Bachelor of Technology in Mathematics and Computer Science**

\**Second Class Honours*

**Award**

Best Graduating student, Newland Senior Secondary School, Tolu Complex, Lagos

(2006)

**Professional Qualification**

**NIGERIAN INSTITUTE OF MANAGEMENT (CHARTERED) (**December 2012)

\*Proficiency Certificate in Management

**Short Trainings and Workshop Attended**

* Entrepreneurship Development Workshop organized by Centre for Entrepreneurial Development (CEDL), Lagos. (August 2010)
* Training on Information and Technology, Undergraduate Mandatory I.T Training (UMITT), organized by Afri-Hub FUTO. (December 2011)
* Training on Electronics Engineering at Engineering for Applications Institute, FUTO. (May 2008)
* Training on HIV Counselling and Testing organised by Family Health Care Foundation, Nasarawa State. (January 2013)
* Training on Call Centre Associate Development Programme by Centurm Learning Limited, Nigeria. (August - September 2013)

**Work Experience**

* *COTEE CONTRACTORS, IKEJA, LAGOS STATE.*

\***Information Management Trainee**, June 2010-November 2010

* *CHITOZ VENTURES, IKEJA, LAGOS STATE,*

\***Marketer (Holiday Job)**, August 2010- November 2010

* *GOVERNMENT SECONDARY SCHOOL, ADOGI, LAFIA EAST DEVELOPMENT AREA, LAFIA, NASARAWA STATE*

\***Hiv/Aids Peer Education Trainer (Volunteer Job)**, July 2012- June 2013

* *TECH MAHINDRA LIMITED (A BPO OPERATOR FOR* ***AIRTEL NIGERIA****), ABEOKUTA, OGUN STATE.*

\***Customer Care / Call Centre Associate,** August 2013- Date.

***Responsibilities;***

* + - * Attend to customer needs, and resolve business related issues on first time contact.
      * Up selling of new/existing products and services to customers, on request.
      * Resolving customer’s challenge with a product or service, over the phone.
      * Document/Log and communicate the customer’s concerns and challenge with a product or services to the organisation, and follow up for effective resolution.

***Accomplishment;***

* + - * I was able to manage all types of customers courteously, and use computer based applications to resolve their challenge with a product or service.
      * Able to promote sale of the company’s product and services over the phone to existing and potential customers, thus stimulating revenue growth.
      * Able to give relevant information about the company’s goods and services to customers, and provide after sales support.

**Leadership Position Held**

*NYSC EFCC-INTEGRITY CLUB, LAFIA EAST, LAFIA, NASARAWA STATE.*

**\*President,** February 2013 – May 2013.

**Achievements**

* Carried out Sensitization/Awareness programmes in secondary schools in Lafia East Dev. Area.
* Joint mini-project of construction of seat for G.J.S.S Adogi, and G.J.S.S Bakinriya (both in Lafia East).
* Production of Club jersey for newly registered Batch-A Corps-member.
* Production of quarterly bulletin volume VI

**Computer Skills**

Proficient in Microsoft Word; Excel, Access, PowerPoint; Assembly language programming, Computer troubleshooting and maintenance

**Personal Attributes**

* Effective communication and problem solving skills
* Effective interpersonal skill and flexible
* Confident and hard-working
* Ability to work under pressure
* Social-able and outgoing
* Good team-work player
* Excellent writing skill

**Publications and Research Works**

* Youth Migration: Its effect on developing countries.

***June 2011, World Bank International Essay Contest***

* Portfolio Selection and Management.

***November 2011, Department of Computer Science and Mathematics, FUTO***

* The Challenges and Prospects of Creating an effective Roadmap for Youth Sustainable Development in Nigeria.

***October 2013, Change Makers Club International.***

**Interest**

Information Technology, Research and Analysing, Writing, Computer programming, Social Innovation, Multimedia, and Marketing

**Referee**

***Mr. Zega M. Jonathan***

(Vice Principal)

GSS Adogi, Lafia East Development Area, Lafia, Nasarawa State

+2348030851431

***Mr.Shina Olusegun***

(Human Resources)

Tech Mahindra Nigeria Limited, Opic Tower, Oke-llewo, Abeokuta, Ogun State

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