**OFFOR PETER CHINEDU**

**No: 1 Glory Wobo Avenue, off Chinda Extention, Adah George**

**Port-Harcourt, River State.**

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**Professional profile**

Professional and certified customer care executive, Digital marketer, web developer, animator and graphics designer with a track record of delivering excellent customer experience for highly regulated environment and high-profile corporate organizations (**Ison experiences/MTN-NG and Dyrect Digital etc.).**

With few years of experience gained working for leading global companies, I have amassed a wealth of experience across customer service, digital marketing, website design and development, graphics design and animations.

**Core Skill**

* Banking and finance
* Business -Administration
* Animation
* Customer experience
* Search Engine Optimization
* Digital Marketing
* Web Design and Development
* Graphics Design
* Video Editing
* Motion Graphics
* Google ad setup

**WORK EXPERIENCE**

**August 2020-2021 Dyrect Digital**

**Front-end Web/ graphics Designer**

**Outline**

create visual concepts, using computer software or by hand, to communicate ideas that inspire, inform, and captivate consumers. Develop the overall layout and production design for applications such as advertisements, brochures, magazines, and reports.

**Key Responsibilities**

* Design, build and maintain our social media presence.
* Measure and report performance of all digital marketing campaigns, and assess against goals (ROI and KPIs)
* Use digital illustration, photo editing software, and layout software to create designs
* Design layouts, including selection of colors, images, and typefaces

**March 2017 -July 2020** **Ison Xperiences/MTN-NG**

**outline Call center agent/front line customer care executive**

Acting as a liaison, provide product/services information and resolve any emerging problems that our customer accounts might face with accuracy and efficiency.

**key responsibilities**

* Manage large amounts of incoming calls
* Identify and assess customers’ needs to achieve satisfaction
* Meet personal/customer service team sales targets and call handling quotas
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution

**Key achievement/projects**

* Consistency in providing the same high level of service that generates sales, satisfies the customers, and supports the team all the time every time.
* Introduced streamline sign in service which saw 27% decrease in booking dropout.

**Feb 2016-Nov 2017 Access Bank plc, Warri Delta state.**

**(DSA)**

**Outline**

Develops new business prospects in specific geographic areas through cold calls. Interacts with existing customers to increase sales of the bank’s products and services

**Key Responsibilities:**

* Develops new business prospects in specific geographic areas through cold calls. Interacts with existing customers to increase sales of the bank’s products and services
* Sells Bank’s products and services to individuals and organization and ensure optimal

**Key Achievements**

* Presented, promoted and sold Bank’s products and services using solid arguments to existing and prospective customers.
* Established, developed and maintained positive Bank and customer relationships.

**Oct. 2013-Nov. 2014 Temious foods limited (One year industrial training)**

**Key Responsibilities:**

Responsible for counting the contents of cash register drawer at the end of each shift, maintaining receipts, records and withdrawals. May be responsible for checking materials and supplies and reporting when stock is low.

Education & Qualifications

* Higher National Diploma in Banking & finance 2016
* National Diploma in Banking &Finance 2013
* Diploma in Graphics Design 2018
* Diploma in Website Design 2018
* Diploma in digital Marketing 2019

Referee

Mr. Macubrey Dare :

Team lead Ison Xperiences Ibadan, Oyo State

Mrs. Amange chidinma Augusta:

Operation Manager Dyrect digital Port-Harcourt