

## Darlington Ugochukwu, Ezeamagu

8 Jasper Ahmed Seletu, Aga Ikorodu

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## Objectives

To make a constructive difference by initiating and delivering strategic improvements to government/private activities through use of administrative principles, research. Human relation, communication, teaching, and leadership skills.

## Education

**Bachelor of Science B.Sc. Political Science (2010 - 2014) Enugu State university of Science and Technology (ESUT).**

**Diploma in Law, Dip in Law (2008-2010) Nnamdi Azikiwe University Awka, Anambra State.**

**Senior School Certificate Examination, SSCE (1996 –2002) Community Secondary School, Aku Igbo-Etiti LGA, Enugu State.**

## Licenses and certifications.

Building Rapport with customer LinkedIn (2020) Customer Service.

Call control Strategies LinkedIn (2020).

Customer Service: Serving customers Through Chat and Text LinkedIn (2020).

De-Escalating Intense Situation LinkedIn (2020).

## Experience

**MACTAY CONSULT, SECONDED TO MTN.**

15th Sep;2022 till date

5, prince Adelowo Adedeji str. off Admiralty Way, Lekki Peninsula phase 1 Lagos, Nigeria.

Virtual channel: Email Contact Management/ WhatsApp help desk.

Responsibilities

To provide solution to customer queries about MTN products and services.

To Leverage contact with MTN customers to win over new customers and strengthen her relationships with existing ones in terms of sales, products usage, process, availability and easy access to product need of customers.

To resolve customer's report to NCC (National Communications Commission) / FCCPC (Federal Competition and Consumer Protection Commission) over MTN products and services.

It is also my duty to keep track of customer's need or queries to different departments within MTN and her partners in resolving product or service queries or needs.

Email correspondence/WhatsApp support help desk: I support customers in resolving issues relating to MTN products and services. To include the use, activation, deactivation, troubleshoot, escalate and follow up customers escalated queries to bring solutions and customer satisfaction.

#### **MACTAY LTD, SECONDED TO MTN.**

6<sup>th</sup> January 2020 to 15<sup>th</sup> Sep;2022.

5, prince Adelowo Adedeji str. off Admiralty Way, Lekki Peninsula phase 1 Lagos, Nigeria.

Sim Registration Agent (Eyeballing).

#### Responsibilities

- Normal eyeballing: Checking of registration errors of MTN sim cards in accordance with Nigerian Communications Commission to include;
- Underage registration, improper registration, misspelt names, picture of picture, incorrect backgrounds, registration of sim with inanimate objects among others.
- Sim swap and Post sim swap: Checking of fraudulent sim swap, proxy sim swap, granting a pass for those sims that are compliant and suspension of fraudulent registration.

Fast eyeballing: Checking of multiple registrations with the same details and different details with one picture and with different pictures. Detection of fraudulent sim registrations.

#### **GOODVINE COLLEGE.**

March,2018 to March2019

2, Olu-Thomas Close, Shangisha – Magodo, Lagos Tel. 234(81)58192353, 08158590368, 09076555438

Email: [goodvine.headoffice@yahoo.com](mailto:goodvine.headoffice@yahoo.com)

Teacher: Civic Education, Government and Social Studies

#### Responsibilities

Designing and delivering engaging lessons:

Assessing student progress

Managing the classroom, by creating a safe and supportive learning environment for their students.:

Collaborating with other teachers to ensure that students receive a well-rounded education.

Communicating with parents and guardians to keep them informed about their child's progress and any issues that arise.

Continuing professional development:

**REGINA PACIS COLLEGE, ENUGU**

(August–December,2017)

(Eziama Nike, Enugu East LGA)

Class Teacher: Home Economics, Agric, Civic Education, Security Education, and Social Studies.

**PEACELAND COLLEGE OF EDUCATION** (Affiliated to Chukwuemeke Odumegwu Ojukwu University (Uli, Anambra State)

(March2016–July,2017)

Assisting Lecturer: African Political thoughts, Constitutional Development, and Military in Government

To plan and prepare appropriately the assigned courses and lectures

To conduct assigned classes at the scheduled times

To demonstrate competence in classroom instruction

To implement the designated curriculum completely and in due time

To plan and implement effective classroom management practices.

## Membership of a professional body

A Student Member of Chartered Institute of personnel Management of Nigeria (CIPM)

## Skills

Excellent written communication skills

Superior interpersonal skills

Ability to take initiative and work independently

Exceptional organizational skills

Good familiarity with word processing, spreadsheet and database applications

Strong knowledge of industry standards

Confident and charismatic approach to people

## Personal History

Date of birth: 23 Dec;1987

Marital Status: Married

State of Origin: Enugu

Religion: Christianity

Nationality: Nigerian

## Hobbies

Reading, Writing, Teaching, making friends and learning new things.

## References

Will be provided on request.