CHILAKA FAITH

Port Harcourt, Rivers State, Nigeria
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PROFILE SUMMARY

A highly motivated, hardworking and dedicated professional with good communication, interpersonal and organisational skills. Able to work effectively with minimal supervision, handle responsibilities efficiently and maintain a high level of professionalism. Possesses strong customer service skills, attention to detail and the ability to work under pressure while contributing positively to the growth and success of an organisation..

PERSONAL DATA

State of Origin:	Imo State
L.G.A:	Ezinihitte
Date of Birth:	27th July, 1998
Marital Status:	Single
Religion:	Christianity
Nationality:	Nigerian

WORK EXPERIENCE

NATIONAL YOUTH SERVICE CORPS (NYSC) — Nigeria | April 2023 – April 2024

- Supporting day-to-day responsibilities within an organizational environment.
- Communicating professionally with colleagues and members of the public.
- Managing assigned responsibilities while meeting deadlines and maintaining reliability.
- Demonstrating adaptability, teamwork and effective time management.
- Maintaining professional conduct and responding appropriately to changing priorities.

CASHIER
WIDE CHOICE SUPERMARKET (2025 – 2026)

- **Receiving Payments:** Collect cash, cheque, POS and electronic payments from customers.
- **Issuing Receipts:** Provide customers with receipts for every payment made.
- **Handling Cash:** Safely manage and keep money received during daily business operations.
- **Recording Transactions:** Maintain accurate records of all money received and payments made.
- **Balancing Accounts:** Ensure that the cash available at the end of each day agrees with the sales records.
- **Operating POS Machines:** Process debit card and other electronic payment transactions.

CASHIER — PORT HARCOURT ELECTRICITY DISTRIBUTION (2023 – 2024)

- Assisted with the day-to-day delivery of patient support services in a professional **Collection of Electricity Bills:** Receive payments from customers for electricity bills through cash, POS and approved electronic payment channels.
- **Issuing of Receipts:** Issue official receipts to customers immediately after successful payment.
- **Customer Account Verification:** Verify customer account numbers, names and billing details before processing payments.
- **Cash Management:** Safely handle, manage and account for all cash collected during daily operations.

- **Payment Processing:** Process electricity bill payments accurately through the company's approved billing and payment systems.
- **Daily Cash Reconciliation:** Balance daily collections against transaction records and report any discrepancies.

RECEPTIONIST — UCIKO FOODS, ABIA STATE (2020 – 2022)

- **Welcoming Visitors:** Receive and welcome customers, suppliers, business partners and other visitors professionally.
- **Answering Telephone Calls:** Receive incoming calls, respond to enquiries and direct calls to the appropriate departments or personnel.
- **Customer Service:** Provide helpful information to customers regarding the company's products, services and business activities.
- **Managing Appointments:** Schedule meetings, coordinate appointments and maintain management's appointment diary.
- **Handling Correspondence:** Receive, sort and distribute incoming letters, documents, parcels and other official correspondence.
- **Record Keeping:** Maintain accurate records of visitors, telephone calls, appointments and official communications.

SKILL AND COMPETENCIES

- Dedicated professional combining Customer Service and Virtual Assistant expertise.
- Strong in communication, empathy, and problem-solving.
- Skilled in CRM, Google Workspace, and office tools.
- Competent in customer handling, email and calendar management, and data entry.
- Able to work independently with confidentiality and efficiency.

EDUCATION

- **HND** in Pubilic Administration — Federal Polytechnic Nekede, Graduated Owerri Imo State, Nigeria 2021
- **WAEC** Light of Christ International College, Abia State 2014
- **FSLC** Divine Will Nursery and Primary School, Abia State 2008

CERFICATIONS & AWARDS

- Computer Literate in Computer Proficiency and Diploma 2015

HOBBIES:

- Cooking, Networking and Meeting New People

REFERENCE

Mr. Richard Nwazuo
Tel:07062325326