FAITH EZEKIEL

Customer Service | Administrative Officer | Banking & Finance Graduate

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PROFESSIONAL SUMMARY

Organised and dependable Banking and Finance graduate who has completed the National Youth Service Corps (NYSC), with hands-on experience in customer service, front desk duties, cash and POS handling and record keeping. I communicate clearly, pay close attention to detail and work well both independently and in a team. I am eager to apply my skills and keep growing in a professional, people-focused organisation.

CORE SKILLS

- **Customer Service & Administration:** Customer care, reception duties, record keeping, cash and POS handling, office support
- **Organisation & Communication:** Time management, attention to detail, punctuality, clear verbal and written communication, complaint resolution
- **Digital Skills:** WhatsApp and email communication, internet research, Microsoft Word and PowerPoint
- **Personal:** Eager to learn, professional, resilient, team player

PROFESSIONAL EXPERIENCE

NYSC Corps Member (Teacher) 2025 – 2026

Low-Cost Primary School, Magami, Jalingo, Taraba State

- Communicated clearly with pupils, colleagues and parents daily, adapting my approach to keep people engaged.
- Built good working relationships with colleagues and pupils' families.
- Kept accurate classroom and attendance records alongside daily teaching duties.
- Planned and managed my workload independently, showing reliability and good time management.

Receptionist / POS Operator January 2022 – June 2022

3 Seasons Laundry & Dry Cleaning

- Welcomed and served walk-in customers daily, listening to their needs and recommending the right service.
- Handled cash and POS payments accurately at a busy front desk, with no reported discrepancy.
- Calmed frustrated customers and resolved complaints on the spot, often turning them into repeat clients.
- Kept transaction records in order and supported the front desk during peak hours.

EDUCATION

Higher National Diploma (HND), Banking and Finance 2024

Federal Polytechnic Kaduna

National Diploma (ND), Banking and Finance 2021

Federal Polytechnic Kaduna

Senior Secondary School Certificate (SSCE) 2018

Dominion College, Kaduna

CERTIFICATIONS

- National Youth Service Corps (NYSC) Discharge Certificate — 2026
- Certificate of Completion, Basic Computer Application, 3-Month Training — The Vigne Publishers, July 2026
- Jobberman Soft Skills Course (Self-Paced) Certificate of Achievement — October 2026

LANGUAGES

English, Hausa

REFERENCES

Available upon request.