FAVOUR IJEOMA IKECHUKWU

Lagos, Nigeria | +234 706 766 5369 | omalichawafavour45@gmail.com

PROFESSIONAL SUMMARY

Customer-focused and adaptable professional with experience in teaching, administration, sales, customer service, and event ushering. Strong interpersonal and communication skills with the ability to build positive relationships, understand customer needs, provide helpful support, and work efficiently in busy environments. Experienced in working with people of different backgrounds and maintaining a professional, friendly approach. Seeking a Customer Service Representative or Sales Representative role where I can contribute to customer satisfaction and business growth.

CORE COMPETENCIES

- Customer Service & Relationship Management
- Clear Verbal & Written Communication
- Problem Solving & Complaint Handling
- Administrative Support & Record Keeping
- Time Management & Efficient Work
- Sales & Customer Engagement
- One-on-One Interaction
- Teamwork & Collaboration
- Teaching & Presentation Skills
- Basic Computer Skills: MS Word, Excel & PowerPoint

PROFESSIONAL EXPERIENCE

Teacher 2021 – 2022

Titolat Academy | Lagos, Nigeria

- Planned and delivered lessons while maintaining a positive and engaging learning environment.
- Communicated clearly with students and supported their academic and personal development.
- Managed classroom activities effectively and worked professionally with colleagues and school staff.

Teacher & Administrative Staff 2022

Living Proof International School | Benin City, Nigeria

- Taught students and supported day-to-day classroom activities and learning.
- Handled administrative duties and supported the smooth operation of school activities.
- Communicated professionally with students, parents, teachers, and other members of staff.
- Maintained organized records and completed assigned administrative tasks efficiently.

Sales Representative 2023

Mikmart Supermarket | Lagos, Nigeria

- Assisted customers with product enquiries and provided friendly, professional service.
- Supported sales activities by engaging customers and helping them identify suitable products.
- Maintained a positive customer experience and worked efficiently in a busy retail environment.

Event Usher Various

Various Events | Lagos, Nigeria

- Welcomed and directed guests while maintaining a professional and friendly attitude.
- Assisted with guest enquiries and supported smooth event operations.
- Worked effectively as part of a team in busy, customer-facing environments.

EDUCATION

University of Benin — B.Sc. Actuarial Science and Insurance (2023–2026)

God's Standard Breakthrough College, Ikotun Egbe, Lagos — WASSCE (2021)

Clemmy Nursury and Primary School, Ikotun Egbe, Lagos — Primary School Certificate (2015)

VOLUNTEER EXPERIENCE

- Ending Period Poverty Campaign — Advocated for menstrual health solutions in underserved communities.
- Executive Initiative, Cloth a Child Campaign — Supported over 250 children with clothing and meals.
- Children's Day Charity Drive — Organized an event for 50+ underprivileged children.

ADDITIONAL INFORMATION

Computer Skills: Basic proficiency in Microsoft Word, Excel and PowerPoint. References available on request.