PERSONAL INFORMATION

Irene Iyoha



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Nationality Nigerian | Visa Status Residence Permit as Family Member of Bulgarian

WORK EXPERIENCE

November 2023 - Present

Sales Agent

ES Bright Consultants, Sofia, Bulgaria

- Initiate contact with leads
- Collect KYC details
- Provide thorough product explanations
- Facilitate payment processing
- Engage in targeted outreach to prospective clients
- Deliver comprehensive product presentations
- Guide clients towards completing transactions
- Pair clients with expert consultants tailored to their needs

June 2022 - December 2022

Procurement Agent

Joren Exclusive, Dubai, UAE

- Strong negotiation and communication skills
- Extensive experience in procurement and sourcing
- Achieved cost savings through strategic purchasing
- Managed supplier relationships for quality
- Efficient inventory management
- Conducted market research for supplier identification

May 2021 - June 2022

Marketing executive

HC Castle Oils Ltd., Festac, Lagos

- Conduct market research and analysis to evaluate trends, brand awareness and competition ventures
- Devising and presenting ideas and strategies
- Communicate with target audiences and build and develop customer relationships
- Develop relationships with key stakeholders, both internal and external
- Source and secure sponsorship
- Collaborate with managers in preparing budgets and monitoring expenses

June 2018 - May 2021

Receptionist

Whiskey Ice Lounge, Victoria Island, Lagos

- Welcome hotel guests and attend to all issues
- Provide outstanding customer service and ensure guest comfort
- Provide basic and accurate information in-person and via phone/email
- Maintain guest records and book reservations
- Supervision of housekeeping
- Keep records of payment (cash and POS)
- Maintain an orderly front desk

January 2017 - June 2018

Accountant

Catholic Church of Ascension, Ikeja, Lagos

- Overseeing the church account
- Disbursement of cash to church workers
- Compelling every Quarterly financial report
- Bookkeeping
- Keeping record of important visitation to the parish office
- Audio-visual activities every Sunday

EDUCATION AND TRAINING

2015 - 2018 **Business Management (B.Sc.)**
University of Calabar, Calabar, Nigeria

2012 - 2016 **Management Science/Accounting (B.Sc.)**
Ambrose Alli University Ekpoma, Edo State, Nigeria

2004 - 2010 **SSCE, WAEC, NECO**
Sapphire Stones College, Lagos, Nigeria

2020 - 2020 **Professional Certificate**
Aeroconsult School of Aviation, Ikeja, Lagos
- Cabin Crew Ab-initio Training (B737-300/500) , License no 7901

PERSONAL SKILLS

Mother tongue(s)
- English

Communication skills
- Active listening: Listening carefully to customer inquiries, concerns and complaints to provide the best possible solution.
- Empathy: Being able to understand and relate to a customer's frustration and provide them with reassurance and support.
- Clarity and articulation: Clearly expressing technical concepts in simple, easy-to-understand terms.

Job-related skills
- Active listening: the ability to understand and respond to customers' needs and concerns effectively.
- Problem-solving: the ability to identify and resolve customer issues and complaints in a timely and satisfactory manner.
- Time management: the ability to manage and prioritise tasks and workload to ensure timely and efficient delivery of service.
- Conflict resolution: the ability to handle difficult or angry customers and de-escalate conflicts.
- Attention to detail: the ability to accurately and thoroughly document customer interactions, issues, and resolutions.
- Multitasking: the ability to handle multiple customers and issues simultaneously while maintaining high-quality service.
- Product knowledge: the ability to understand and explain the products or services offered by the company.

Computer skills
- Skilled in using basic computer programs and applications
- Experienced with using internet browsers and search engines for research purposes
- Comfortable with navigating and using various computer operating systems, such as Windows and Mac OS

ADDITIONAL INFORMATION

Entrepreneur Experience
- Social media marketing
- Entrepreneurial import/export specialist
- Procurement officer
- Professional makeup artist

References
- Georgi Todorov - Scalahosting LLC
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- Joan Oamen - First City Monument Bank
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