







Uchenna Maureen Anyanwu

CONTACT

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ABOUT ME

I am a competent and result-oriented Customer Service, Operations and Procurement professional with proven years of experience in purchasing, executive support, customer/vendor relationship and efficient office management. I am adept at enhancing strategic relationships and partnerships through tact and diplomacy.

WORK EXPERIENCE

17 APR 2023 – CURRENT Szczecin, Poland

Customer Support Agent - Ryanair Concentrix International Sp. z o.o.

- Successfully handle and resolve escalated customer inquiries and complaints related to flight changes, disruptions, and refunds.
- Utilize in-depth knowledge of Ryanair's policies, procedures, and fare rules to provide accurate and comprehensive information to customers.
- Empathetically assist customers in stressful situations, such as flight cancellations, delays, or missed connections, while finding suitable alternatives and solutions.
- Collaborate with other departments, including reservations and operations, to ensure seamless handling of complex customer issues and improve the overall customer experience.
- Handle customer compensation claims in compliance with regulatory requirements and company guidelines.
- Conduct thorough research and analysis to investigate and resolve customer disputes or issues, striving to achieve a high level of customer satisfaction.
- Initiate and process flight bookings, seat changes, and other necessary adjustments as per customer requests and airline policies.
- Act as a point of contact for other customer support agents in Tier 1, providing guidance and support in dealing with more challenging cases.
- Document customer interactions, inquiries, and resolutions accurately in the company's CRM system (Zendesk).
- Assist in training and mentoring new customer support agents in Tier 1, sharing expertise and best practices.
- Collaborate with team members and supervisors to identify areas for process improvement and contribute to the enhancement of the customer support department.
- Uphold Ryanair's brand reputation by maintaining a professional and positive attitude in all customer interactions.

24 NOV 2018 – 19 JUN 2020 Abuja, Nigeria

Purchasing Officer and Store Manager Tulsi Chanrai Foundation Eye Hospital

- Researched and evaluated potential vendors and suppliers, also, requested quotes and compared prices for maximum ROI.
- Negotiated appropriate contracts for pricing and supply.
- Organized and updated database of suppliers, delivery times, invoices, and quantity of supplies.
- Examined and reviewed products and supplies to ensure premium quality goods were delivered.
- Led the team for effective management of store operation in receiving, inspection, storage, issuance & transfer of items as per company policy.
- Worked with hospital administrator and team members to develop future purchasing plans and source potential relationships with vendors.



4 OCT 2017 – 3 OCT 2018 Lagos, Nigeria

Procurement and Operations Manager Wigmore Trading Limited

- Fished out direct sources, manufacturing companies as well as importers of specific brands.
- Compared prices, products quality and suppliers' reliability.
- Explored the market and introduced various new brands according to customers demands.
- Sourced major clients, drafted contracts evaluated and refurbished existing contracts to best suit the company's needs
- Scheduled meetings with intending clients, both local and International manufacturers with intentions of introducing new products to customers
- Organized along side the logistics Manager schedules for dispatch operators.
- Oversaw inventory, distribution of goods and facility layout, ensuring sales invoices and requested products are properly addressed and dispatched.
- Ran surveys on new products and worked with feedback from our clients to best improve service to them.

19 DEC 2015 – 25 SEP 2017 Lagos, Nigeria

Customer Service Representative and Invoice Officer Wigmore Trading Limited

- Communicated courteously with customers and resolved all product or service problems within a stipulated time frame.
- Introduce products and services also assisting and offering solutions to customers needs
- Built effective relationships to ensure optimal customer experience based on service delivery.
- Reviewed customer feedback and information; recommended potential products or services to management.
- Prepared and delivered weekly and monthly analysis reports for management for further recommendations.
- Prepared product and service reports by collecting and analyzing customer information.
- Coordinated daily interaction with relevant departments to ensure customer forecasted demand was being addressed.
- Generated sales invoices and warehouse way bills and packing slips on the sales software as well and sales report.

EDUCATION AND TRAINING

30 SEP 2021 – CURRENT Szczecin, Poland

B.Sc Economics and IT Applications University of Szczecin, Poland

Address Al. Papieża Jana Pawła II 22a 70-453 Szczecin, 70-453, Szczecin, Poland | **Website** www.usz.edu.pl

9 JAN 2011 – 26 JUL 2015 NSUKKA, Nigeria

B.Sc. Pure and Industrial Chemistry UNIVERSITY OF NIGERIA, NSUKKA

Address ONITSHA ROAD, NSUKKA, Nigeria | **Website** <https://www.unn.edu.ng>

Fundamentals of Digital Marketing Google Digital Skill for Africa

ABUJA, Nigeria

SECONDARY SCHOOL LEAVING CERTIFICATE WEST AFRICAN EXAMINATION COUNCIL (WAEC)

Website <https://www.waecnigeria.org/>

13 JAN 2020 – CURRENT Lagos

CHARTERED ACCOUNTANT The Institute of Chartered Accountants of Nigeria

Address Plot 16 Idowu Taylor Street Victoria Island , Lagos | **Website** <https://www.icanig.org/>

LANGUAGE SKILLS

MOTHER TONGUE(S): English



DIGITAL SKILLS

Microsoft Office | Microsoft Word | Microsoft Powerpoint | Microsoft Excel | Google Drive | Outlook | Google Docs | Social Media | Internet user | Instagram | Zoom | Gmail | Facebook | Skype | WhatsApp | Twitter | LinkedIn

SKILLS AND EXPERTISE

Good listener and communicator | Written and Verbal skills | Research and analytical skills | Organizational and planning skills | Decision-making | Critical thinking | Responsibility | Conflict resolution | Teamwork oriented | Detail-Oriented | Strategic Planning | Analytical skills | Presenting | Reliability | Empathic listener | Good time management | Excellent writing and verbal communication skills | Problem-solving

ADDITIONAL INFORMATION

CONSENT

CONSENT

I consent to the processing of my personal data disclosed in the application documents for the purposes of recruitment process in accordance with the Personal Data Protection Act of 29.08.1997 (Journal of Laws No. 133, item 883) I, hereby give consent for my personal data to be processed by your company for the purpose of conducting recruitment for the position or which I am applying, also to processing of my personal data by your company for the purposes of any future recruitments.