

ONUM EMMANUEL IRO

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Professional Summary

Data processing officer with over five years of experience in data management, analytics, and system optimization within academic and administrative settings. Dedicated and results-driven education professional, I have analytical skills, technical expertise, and commitment to accuracy. Adept at leveraging technology for seamless collaboration across data processing. Committed to continuous improvement and adopting emerging technologies to enhance service delivery.

Core Skills

Customer Relationship Management

Critical Thinking & Problem Solving

Digital & Social Media Marketing

Communication & Interpersonal Skills

Microsoft Office Suite (Word, Excel, PowerPoint)

FLEXCUBE & Polaris Software

Team Collaboration & Multitasking

Document & Data Management

Adaptability & Self-Motivation

Languages: English (Fluent), Igbo (Fluent)

Professional Experience

Customer Service Executive

Elegant Optimal Ltd., Abia, Nigeria | Aug 2019 – Present

- Respond to customer inquiries, complaints, and service requests, ensuring timely resolutions.
- Manage the company's social media platforms and digital marketing campaigns.
- Process and monitor online customer orders, ensuring safe and timely deliveries.
- Drive customer loyalty through cross-selling, upselling, and consistent follow-ups.
- Maintain company records through effective document control.

Office Assistant

Access Bank Plc, Lagos, Nigeria | Jun 2015 – Jul 2018

- Supported account reactivation initiatives by contacting dormant account holders.
- Assisted customers with mobile banking registration and troubleshooting.
- Provided first-level IT support before escalating to technical personnel.
- Handled store inventory, restocking, and document filing for customer service.
- Promoted banking products through cross-selling initiatives.

Customer Service / Transaction Service Executive

Skye Bank (Polaris Bank Ltd.), Lagos, Nigeria | Apr 2014 – May 2015

- Delivered frontline customer support, resolving banking complaints efficiently.
- Processed account openings, ATM card issuance, statement printing, and fund transfers.
- Handled Aero booking, customs duty processing, and online banking support.

Data Processor / Computer Analyst

Visions Computer Systems, Abia, Nigeria | Sept 2012 – Feb 2013

- Trained students in Microsoft Office, graphics design, and internet applications.
- Supported clients with online registrations and data processing tasks.

Education & Certifications

B.Sc. Computer Science – National Open University of Nigeria, Umudike (2024)

Sales Tech & Customer Support Training (Acce10x) – 2025

Achievements

- Consistently improved customer satisfaction scores through proactive engagement.
- Contributed to organizational productivity by streamlining customer support processes.