

**GRACE SONIA ULOKO**

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**07 TOBIAS ALARIBE STREET, ILAMUSA ESTATE;**

**OKE-AFA LAGOS.**

**EDUCATIONAL HISTORY**

2011 – 2015      BACHELOR OF SCIENCE MASS COMMUNICATION, BAYERO UNIVERSITY KANO.

**ADDITIONAL TRAINING RECEIVED**

2017              PROJECT MANAGEMENT PROFESSIONAL CERTIFICATE

                    CHARTERED INSTITUTE OF PROJECT MANAGEMENT

2010              DIPLOMA IN INFORMATION TECHNOLOGY

                    TROPICAL COMPUTER, KANO

2003 – 2009      WEST AFRICAN SECONDARY SCHOOL CERTIFICATE [WASSCE]

                    FEDERAL AIRPORT AUTHORITY OF NIGERIA [FAAN] SECONDARY SCHOOL, KANO.

                    NATIONAL EXAMINATION COUNCIL CERTIFICATE [NECO]

                    FEDERAL AIRPORT AUTHORITY OF NIGERIA SECONDARY SCHOOL, KANO

1997 - 2002      FIRST SCHOOL LEAVING CERTIFICATE

                    ARMY WIVES ASSOCIATION [AWA] NURSERY AND PRIMARY SCHOOL, KANO.

**LEADERSHIP POSITION**

2018 - 2020      HEAD OF CUSTOMER CARE REPRESENTATIVES KANO BRANCH AT GLOBAL

MANUFACTURING ALLIANCE AND STANDARD/SIPES KANO

2017 -2018      PZ CUSSONS NIG PLC KANO.

*TEAM COORDINATOR AND BRAND AMBASSADOR AND DISTRIBUTION OF  
IMPERIAL LEATHER ROLL-ON AND DEODORANT*

*2016                    MARKETING MANAGER WITH GOLD HOUSE ORGANIZATION*

*SUPERVISOR AT NEW PARADISE HOTEL*

*2006 - 2010*

#### **AWARD**

*2020                    DEDICATED AND HARDWORKING STAFF AWARD*

*2017                    EFCC/NYSC COMMUNITY DEVELOPMENT GROUP*

*2013                    CHARTERED INSTITUTE OF PROJECT MANAGEMENT  
BEST COOKING COMPETITION AWARD [NFCS] BUK*

*2009                    BEST HOME MANAGEMENT COOKING COMPETITION [FAAN]*

#### **EMPLOYMENT HISTORY**

*2018 - 2022                    GLOBAL MANUFACTURING ALLIANCE AND STANDARD/SIPES KANO*

- *PREPARING DAILY SALES ACTIVITIES FOR ALL SALESMEN UNDER  
NORTHERN REGIONS AND ENSURING ALL SALES MEN PREVIOUS DAY I.O.U ARE CLOSED.*

- *CUMULATIVE COMPLIMENTS OF REPORTS FOR ALL DAILY SALES STATISTICS  
AND GENERAL INVENTORY OF STOCKS WITHIN THE COUNTRY. I.E. KANO, ABUJA, AND IBADAN.*

- *COPYING, COLLATING, RECORDING, AND FILING OF DOCUMENTS;*

- *CHECKING ACCOUNT BALANCES AND FACILITATING BUSINESS PURCHASES.*

- *REVIEW AND AUDIT FINANCIAL STATEMENTS AND REPORT*

- *RECONCILIATIONS OF STATEMENTS OF ACCOUNT OF THE COMPANY AS  
WELL AS THAT OF CUSTOMERS.*

- *PETTY CASH IS CORRECTLY RECORDED, CHECKED, AND FILLED.*

- *POST INVOICES AND PAYMENT VOUCHERS FOR REFERENCE.*

- ENSURE THE NECESSARY PROCEDURE FOR ORDERS TO BE DELIVERED TO VARIOUS CUSTOMERS.
- TAKE DAILY SALES STATISTICS AND INVENTORY OF STOCKS.
- PROVIDED LOGISTICS SUPPORT BY PROVIDING ALL NECESSARY MATERIALS NEEDED FOR THE EFFECTIVE TRANSPORTING OF RAW MATERIALS TO VARIOUS DEPOTS WITHIN THE NORTH REGION.
- FILLING OF ALL INVOICES POSTED AND DOCUMENTS FOR RECORDS. DELIVER PROMPT AND PROFESSIONAL SOLUTIONS FOR CUSTOMER INQUIRIES VIA PHONE, EMAIL, ONLINE CHAT, AND ONE-ONE COMMUNICATION ETC.
- MUST EFFECTIVELY MANAGE DIFFERENT COMMUNICATION CHANNELS: RESOLVE CUSTOMER COMPLAINTS VIA ALL AVAILABLE PHONES, AND EMAIL.
- DIRECT OR ROUTE CUSTOMER CALLS TO APPROPRIATE PERSONNEL FOR ASSISTANCE.
- WORK AS A CUSTOMER SERVICE MANAGER TO ENSURE PROPER CUSTOMER SERVICE IS BEING DELIVERED.
- HANDLE COMPLAINTS, PROVIDE APPROPRIATE SOLUTIONS AND ALTERNATIVES WITHIN THE TIME LIMITS; FOLLOW UP TO ENSURE RESOLUTION.
- HANDLE DISSATISFIED CUSTOMERS IN A POLITE AND PROFESSIONAL FASHION
- TRACK AND FOLLOW UP ON ALL CUSTOMER REQUESTS PROMPTLY.
- COMPILE REPORTS ON OVERALL CUSTOMER SATISFACTION.
- IDENTIFY AND ASSESS CUSTOMERS' NEEDS TO ACHIEVE SATISFACTION.
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2018

PZ CUSSON NIGERIA PLC KANO

DEODORANT'

- BRAND AMBASSADOR OF IMPERIAL LEATHER ROLL-ON AND

2017 – 2018

BOARD OF INTERNAL REVENUE KANO STATE

- FIELDWORK
- COPYING, COLLATING, RECORDING, AND FILING OF DOCUMENTS

***PRE-PUBLICATION***

*2015*                      *A PROJECT IN FULFILMENT OF THE AWARD OF THE DEGREE BSC MASS  
COMMUNICATION BY GRACE SONIA ULOKO.*