

# ANYANWU GEORGE

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## Professional Summary

An experienced customer service specialist and administrative assistant with a strong background in banking tasks and operations. Skilled in inventory management, data entry, and problem-solving. Highly organized and detail-oriented with a proven track record of meeting deadlines and exceeding expectations.

## Work Experience

### CANADIAN LINEN AND UNIFORM SERVICE,

Ontario, CA

Administrative Assistant,

January 2023 – April 2023

- Front-line support and effectively relaying information to customers informing them of current deals and promotions, while developing a deep knowledge of the clients' goals and their vision, products, and services.
- Track and report multiple quantitative and qualitative KPIs to leadership on a monthly basis and supporting quarterly operation efficiency and financial progress reporting to senior leadership
- Gather data and provide analytical support to allow senior management to evaluate performance against key metrics and identify opportunities for operational efficiency.
- Develop organizational roadmaps to implement processes at scale, while conducting financial analysis to enhance understanding of business unit drivers, key stakeholders, and the interoperability between departments and teams.

### FIRST CITY MONUMENT BANK,

Bauchi, NG

Customer Service Representative,

September 2017 – December 2020

- Manage and process customer transactions, ensuring accuracy and compliance with bank policies and regulations, while conducting data entry and inventory management using various software programs.
- Improved operational efficiency by implementing a new customer onboarding process that reduced errors by 30%, and providing exceptional customer service by resolving an average of 20 customer inquiries per day and maintaining a 98% satisfaction rating.
- Collaborated with team members to develop and implement new strategies for customer engagement and retention, resulting in a 25% increase in customer loyalty and repeat business.
- Conducted thorough research and analysis on customer accounts, identifying opportunities for upselling and cross-selling bank products and services, resulting in a 15% increase in sales revenue.

## Education

### Niagara College Toronto,

Toronto, CA

Postgraduate Studies in IBM-International Business Management

Graduation Date: In view

### Abubakar Tafawa Balewa University

Bauchi, NG

MSc in Educational Administration and Planning

Graduation Date: June 2021

BSc in Library and Information Science

Graduation Date: February 2017

## Skills

• Problem-solving • Attention to detail • Human Resource Management • Safety compliance • Performance optimization • Inventory management • Store operations oversight • Data entry • Training and development • Team building and leadership • Communication • Quality control • Time management • Excellent organizational Skills

## Certifications

OSHA 10-Hour General Industry Safety and Health,

2023

Course Certificate in Foundations of Project Management by Google and offered through Coursera:

2021

Diploma in Project Management from Alison online Academy:

2021

Verified Certificate of Achievement (PH558x): Humanitarian Response to Conflict & Disaster. HARVARDX;

2018

Certificate of Online Marketing Fundamentals GOOGLE Digital Skills for Africa

2018

Certificate of Completion in I.T Essentials: Cisco Networking Academy,

2018

Diploma in Computer Studies: Compusoft Institute of Information Technology:

2009

## References:

Available upon request.