

IDIEGE NOEL JUNIOR

HR & Admin Manager

08149973561 | 09024986673 • idiegenoel20@gmail.com • Lagos, Nigeria

PROFESSIONAL SUMMARY

Human resources and administrative professional with over two years of experience managing member relations, resolving enquiries, and delivering consistent, high-quality service within a busy professional membership organisation. Associate Member of the Chartered Institute of Personnel Management of Nigeria (CIPM), holding a First-Class degree in Philosophy and a strong foundation in communication, active listening, and problem-solving. Proven track record of building trust with clients and stakeholders, maintaining accurate records, and supporting service delivery for a member base of over 5,000 people across 12 chapters of the CIPM Lagos State Branch. Recognised for professionalism, empathy, attention to detail, and a genuine commitment to customer satisfaction, making me well suited for a people management role within a reputable organisation.

CORE COMPETENCIES

Customer & Client Relationship Management • Enquiry & Complaints Resolution • Professional Communication & Correspondence • Stakeholder & Member Engagement • Administrative & Office Management • Data Accuracy & Record-Keeping • Team Coordination & Collaboration • Microsoft Office Suite (Word, Excel, PowerPoint)

WORK EXPERIENCE

Administrative Manager — *Chartered Institute of Personnel Management of Nigeria (CIPM), Lagos State Branch* **2024 – Present**

- Acted as a primary point of contact for over 5,000 branch members across 12 chapters, responding to enquiries and resolving administrative and service-related issues promptly and professionally.
- Streamlined member communication and administrative processes, improving response times, operational efficiency, and overall member satisfaction.
- Coordinated three (3) consecutive Branch Conferences (2024–2026), managing registration, member enquiries, and on-site support that contributed to record attendance and positive feedback.
- Contributed to the Branch being ranked the Best Performing Branch (1st of 31 branches) in 2024, supported by improved service delivery and member engagement.
- Strengthened record-keeping and documentation systems, ensuring accuracy, confidentiality, and compliance with organisational standards.
- Coordinated high-level meetings, training sessions, and member engagement initiatives that strengthened relationships and trust with stakeholders.

Graduate Assistant — *Adamawa State College of Education, Hong* **2022 – 2023**

- Provided academic and administrative support to staff and students, including handling enquiries and coordinating departmental activities.
- Supported student mentorship and departmental academic development through clear, responsive communication.

Lecturer II – Basic Communication Skills I — *Accounting Technician Scheme West Africa (ATSWA), Lagos* **2021 – 2022**

- Delivered lectures and prepared students for ICAN examinations, developing strong presentation and communication skills.
- Developed course materials and assessed student performance, maintaining accurate academic records.

Class Teacher (Primary Six) — *Solace International Schools, Lagos*

2017 – 2021

- Managed relationships with pupils and parents, addressing concerns and providing regular progress updates.
- Prepared pupils for Common Entrance Examinations with a strong success rate while managing classroom performance.

EDUCATIONAL QUALIFICATIONS

Bachelor of Arts (B.A.) in Philosophy — First Class Honours, University of Calabar, Nigeria — 2021

Senior Secondary Certificate Examination (SSCE), Angus Memorial Senior High School, Lagos — 2015

First School Leaving Certificate (FSLC), Modupe Nursery and Primary School, Lagos — 2009

PROFESSIONAL CERTIFICATION & MEMBERSHIP

- Associate Member, Chartered Institute of Personnel Management of Nigeria (ACIPM)
- Human Resources Practitioners License (HRPL)
- Member, National Association of Philosophy Students (NAPS-NIG)

TRAINING & DEVELOPMENT

U.N. International Volunteering & NGO Management Certification — April 2022

LEADERSHIP EXPERIENCE

- CDS President, NYSC – Adamawa State (2023)
- Corps Members' Liaison Officer (CLO), Hong LGA, Adamawa State – NYSC (2023)
- South-South Zonal Coordinator, NAPS-NIG (2020 – 2021)
- Senator, NAPS National Legislative Arm (2019 – 2021)
- President, Catholic Praesidium, University of Calabar (2017 – 2021)

AWARDS & RECOGNITION

- Outstanding Employee Award — CIPM Lagos State Branch (2024)
- Award of Honour — Senator representing National Association of Philosophy Students, Nigeria (2020)
- Award of Service — Nigeria Federation of Catholic Students, University of Calabar Chapter (2021)

SKILLS

Customer Relationship Management • Active Listening & Empathy • Strong Written & Verbal Communication

Conflict & Complaints Resolution • Analytical & Critical Thinking • Attention to Detail • Teamwork

LANGUAGES

English, Yoruba, and Yala

REFEREES

Available on request