

JOYFULNESS UCHE

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PERSONAL PROFILE

Administrative and Human Resource Professional with strong foundation in people management, structured administration, and process coordination across oil and gas, logistics, and consulting environments. Skilled in building order within fast paced operations through structured systems for employee engagement, documentation control, recruitment support, and internal reporting. I am known for a detail driven approach to solving operational gaps, improving workplace process clarity, and supporting teams to function more efficiently and consistently.

EDUCATION

University of Uyo, Uyo

Akwa Ibom State, Nigeria

Bachelor of Arts – Philosophy; 2nd Class Upper

2018 - 2024

SKILLS AND COMPETENCIES

- Organization, Communication and Time Management
- Problem Solving and Attention to details
- Emotional Intelligence and People Management
- Documentation and Record Keeping
- Creativity, Innovation, and Team Collaboration
- KPI Tracking and Performance Monitoring
- Procurement and Inventory Support
- Meeting and Interview Schedule

Tools: Microsoft Excel, Word, PowerPoint, Google sheets, Docs, Zoom, Trello, Buddy Punch, Slack, Outlook, Canva

WORK EXPERIENCE

Administrative and Operations Coordinator

(Project-Based | Remote)

JF Consult – Lagos State | 2023 – Present

- I progressed from Recruitment Consultant into Administrative and Operations Coordination after identifying gaps in candidate tracking, communication flow, and recruitment documentation across multiple client projects. I introduced a more structured coordination and reporting process that improved communication turnaround, strengthened candidate documentation accuracy, and supported faster hiring execution for roles managed with tight deadlines, contributing to smoother project continuity and improved operational efficiency.
- I introduced a structured employee recognition and performance incentive system with monthly rewards to improve motivation, accountability, and engagement across teams. This initiative significantly boosted workforce enthusiasm and created healthy performance competition, leading to a noticeable increase in productivity, improved task ownership, and stronger consistency in service delivery across operations.

Administrative Officer

(Onsite)

MG Vowgas Group – Ikoyi, Lagos State | 2025 – 2026

I improved financial reporting accuracy for the Lagos branch office by identifying billing discrepancies within previous expense records and introducing a clearer expense tracking structure that separated company costs from personal expenses. This strengthened accountability, reduced reporting inconsistencies sent to head office, and improved expenses documentation efficiency within administrative operations.

HR and Administrative Officer

(Hybrid)

Blink Logistics – Ibadan, Oyo State | 2023 – 2025

I identified recurring delivery delays and high return rates caused by same day order processing and dispatch operations, and introduced a structured next day dispatch system that enabled riders to leave earlier, complete deliveries faster, and reduce avoidable returns. This improved operational efficiency, increased delivery productivity, and contributed to an estimated 70% reduction in delivery related losses and failed dispatch returns.

CERTIFICATIONS & MEMBERSHIPS

- Human Resource Management – Chartered Institute of Human Resource Management, 2025
- Certified Personnel Manager (CPM) – Chartered Institute of Human Resource Management, 2025
- Associate Member, Chartered Institute of Human Resource Management (CIHRM) 2025
- Human Resource Job Simulation – Forage, 2025
- Electronics Data Processing – greenValue Computer College, 2025

REFEREE

Available on request