

PHILOMENA CHINWENDU NWACHUKWU

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SUMMARY

A very friendly and industrious person with the passion for team work and organization. My studies and previous work experience have all been in these areas and I am looking to progress my career in a more challenging role. I have excellent communication skills which have enabled me to build strong relationship with colleagues and partners.

Trustworthy and well-organized with excellent attention to detail. A well team member who can stand the test of time, getting on well with people from all works of life.

EXPERIENCE

Lucky Fibre Plc Ikorodu lagos
Quality control assistant (SIWES)
January 2018- July 2018

- Receiving samples and send out results to the appropriate location.
- Check the quality of raw materials (fibres, dyes, adhesives) before production.
- Ensure materials meet the required specifications to prevent defects.
- Monitor production processes to ensure adherence to quality standards.
- Conduct regular checks on weaving, dyeing, backing, and finishing stages.
- Identify defects early and coordinate with production teams for corrective actions.
- Examine finished carpets and rugs for defects like uneven dyeing, improper weaving, or loose fibres.
- Measure dimensions, thickness, and texture to ensure consistency.
- Conduct durability tests such as wear resistance and colour fastness.
- Conduct physical and chemical tests on carpets (e.g., fire resistance, moisture absorption, colour stability).
- Prepare reports and documentation for quality assurance purposes.
- Investigate customer complaints related to product defects.
- Work on corrective actions and prevent recurrence.
- Provide quality reports and suggest improvements based on feedback.

JMG Victoria Island, Lagos: Human resource Intern
April 2021 - April 2022

- Assist in posting job vacancies on job boards and company platforms.
- Screen resumes and shortlist candidates for interviews.
- Schedule interviews and communicate with candidates.
- Help with new employee orientation and training sessions.
- Ensure proper documentation of new hires (contracts, ID copies, bank details, etc.).
- Maintain and update employee records in HR databases.
- Support HR in organizing team-building activities and employee engagement programs.
- Address basic employee inquiries and refer complex issues to senior HR staff.
- Assist in conducting employee satisfaction surveys and compiling feedback.
- Organize and update HR files, ensuring confidentiality.
- Assist in preparing HR reports and maintaining attendance records.
- Help with payroll processing by collecting necessary documents.

Elite Logistics and Development Services, Lekki Lagos: Assistant Business Admin
April 2023–August 2024

- Assist in daily office operations, including scheduling meetings and handling correspondence.
- Maintain and update company records, files, and databases.
- Prepare reports, presentations, and documentation for management.
- Assist in recruitment, onboarding, and employee documentation.
- Maintain employee records and support HR-related tasks.
- Help organize training sessions and staff development programs.
- Ensure company operations comply with industry regulations and policies.
- Evaluation and monetary of site work.
- Raise vouchers for payment.
- Prepare operational cost for every month.
- Take on additional responsibilities as required by the company, such as management of the company's social media handles.

Poshfield Global Property Solution Limited Ikeja Lagos: Customer account officer/Telesales Agent
September 2024- December 2024

- Manage customer accounts, ensuring timely payments and resolving account-related issues.
- Track and update client records, contracts, and financial transactions.
- Process invoices, payment receipts, and follow up on outstanding balances.
- Respond to client inquiries about property payments, lease agreements, and financial terms.
- Develop and execute social media strategies to promote real estate listings and services.
- Create engaging content (posts, videos, and ads) for platforms like Facebook, Instagram, LinkedIn, and Twitter.
- Manage social media pages, respond to comments/messages, and engage with potential clients.
- Analyze social media performance metrics and optimize campaigns for better reach and conversion.
- Stay updated on real estate market trends and incorporate them into marketing strategies.
- Manage the daily schedule, appointments, and meetings of senior executives.
- Handle emails, phone calls, and correspondence on behalf of the executive.
- Organize travel arrangements, accommodations, and logistics for business trips.
- Prepare reports, presentations, and documents for company meetings.
- Assist with general administrative tasks and special projects.

A.V.E Nigeria: Quality Control Manager
February 2025- Till date

- Implemented quality assurance systems that improved product consistency and reduced defects.
- Oversaw end-to-end quality inspections from raw materials to final packaging.
- Led quality improvement initiatives that minimized returns and enhanced customer satisfaction.
- Collaborated with production teams to resolve quality issues and prevent recurrence.
- Maintained quality documentation and ensured compliance with brand standards.

EDUCATION

- **Diploma VirtuaAssistant**
Udemy Online Academy
2024
- **Higher National Diploma (HND) Microbiology**
Yaba College of Technology Yaba, Lagos
April 2022 – February 2024
- **National Diploma (ND) Science Laboratory Technology**
Yaba College of Technology Yaba, Lagos
May 2017 – November 2019

CORE SKILLS

Microsoft Word Microsoft Excel, Microsoft PowerPoint, Outlook, Zoom, Google meet, Canva, MetaAds, Webmail, Microsoft teams, Meta business suit, Capcut, Inshot, Slack, Google Workspace, HubSpot

SOFT SKILLS

Communication & Interpersonal Skills, Problem-Solving & Critical Thinking, Time Management & Multitasking, Creativity & Innovation, Adaptability & Flexibility, Emotional Intelligence, Attention to Detail, Confidentiality & Professionalism, Customer Account Management & Payment Processing, Social Media Strategy & Digital Marketing, Executive Scheduling & Administrative Support, Financial Reporting & Data Analysis, Project & Task Management.

CERTIFICATION

UDEMY

Team Leadership and Management Certificate

Virtual Assistant Certificate