



PROFILE

Dedicated and reliable individual with experience in administrative support and customer service. Holds a Diploma Certificate in Human Resources Management Proficiency and is committed to continuous learning, applying knowledge, and contributing effectively to organizational success through strong communication, organization, and teamwork.



CORE SKILLS

- ✓ Administrative Support
- ✓ Customer Service
- ✓ Communication (Written & Verbal)
- ✓ Record & Information Management
- ✓ Microsoft Office
- ✓ Time Management
- ✓ Organization & Prioritization
- ✓ Team Collaboration
- ✓ Problem Solving
- ✓ Attention to Detail
- ✓ Integrity & Confidentiality



EDUCATION

- **2018 – 2023**
Bachelor of Arts (B.A.) in History & International Studies
Nnamdi Azikiwe University, Awka
- **2012 – 2015**
SSCE: WAEC and NECO
(Senior School Certificate Examination)
Ado Girls' Secondary School, Onitsha
- **2009 – 2012**
BECE (Basic Education Certificate Examination)
Queen of the Rosary Secondary School, Onitsha
- **2006 – 2009**
FSLC (First School Leaving Certificate)
Holy Rosary Nursery & Primary School, Lagos



CERTIFICATION

Diploma Certificate in Human Resources Management Proficiency
Institute of Management and Professional Studies

2025

NKEMDILIM OKAGBUE

ADMINISTRATIVE SUPPORT | CUSTOMER SERVICE | HUMAN RESOURCES



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Flat 4, after Albama Clinic,
City College of Education,
Karu, FCT Abuja.



PROFESSIONAL EXPERIENCE

2025 – 2026

Precious Seeds International School, Eket, Akwa Ibom State.

Role: Teacher

- Planned and delivered engaging lessons in line with the curriculum.
- Assessed and monitored students' academic performance.
- Maintained discipline and created a conducive learning environment.
- Communicated effectively with students, parents and colleagues.
- Organized records and supported school activities to ensure smooth operations.

2024 – 2025

Mary Hanney Secondary School, Oron, Akwa Ibom State.

Role: Teacher (NYSC)

- Coordinated instructional efforts with the lead teacher.
- Designed and implemented lesson plans and curriculum.
- Graded examinations, tests and homework.
- Recorded and assessed students' performance.
- Maintained records and prepared reports as required.

2019 – 2020

Trojan Home, Awka, Anambra State

Role: Administrative Assistant

- Performed a wide range of administrative and clerical tasks.
- Handled incoming and outgoing correspondence and phone calls.
- Maintained files and records with accuracy and confidentiality.
- Provided accurate information to customers and resolved inquiries.
- Supported team members to ensure office operations ran smoothly.

2018 – 2019

CHI INVESTMENTS – ONITSHA

Role: Secretary

- Provided administrative support to the management team.
- Maintained and updated records and documentation systems.
- Coordinated clients' finance and ensured proper documentation.
- Delivered effective administrative services to support the finance team.



KEY STRENGTHS

- ✓ Strong work ethic and reliability
- ✓ Excellent interpersonal and communication skills
- ✓ Ability to work with minimal supervision
- ✓ Adaptable and quick to learn
- ✓ Commitment to continuous improvement
- ✓ Result-oriented and goal driven



REFERENCES

Available upon request.