

OKWUONU ADAEZE PRAISE

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CAREER OBJECTIVE

- To work in an environment where my potentials and capabilities will be developed and greatly utilized towards the attainment of the overall organization goals and objectives. Motivated individual committed to the delivery of high service standards and passionate about solving worldwide problems.

CORE COMPETENCIES

- | | | |
|---------------------------|---------------------------|-----------------------|
| • Microsoft Office Suites | • Client's Relationships | • Time Management |
| • Business Development | • Customer Satisfaction | • Process Improvement |
| • Business Management | • Relationship Management | • Research & Analysis |
| • Leadership Management | • Team Management | • Strategic Planning |
| • Office Administration | • Project Management | • Negotiation Skills |

ACADEMIC QUALIFICATIONS

Crawford University, Igbesa, Ogun State, Nigeria | 2015 - 2019

- B.Sc. (Hons) Public Administration
- Second Class Upper Division (4.33/5.0)

Demonstration Secondary School, Warri, Delta State, Nigeria | 2008 - 2014

- West African Senior School Certificate Examination

Aunty Maria Group of Schools, Delta State, Nigeria | 2008

- First School Leaving Certificate

PROFESSIONAL EXPERIENCE

WORLD LIGHT ACADEMY, Delta State, Nigeria | 2021 - Present

- Position: Secretary.

Key Responsibilities

- Preparing regular reports on expenses and office budgets.
- Maintaining company's calendar and schedule appointments.
- Developing and carrying out efficient documentation and filing system.
- Maintaining polite and professional communication via phone, e-mail, and mail.
- Developing, reviewing, and improving administrative systems, policies and procedures.
- Handling office task such as filing, generating reports and presentations, setting up for meetings, and reordering supplies.

SINKO PATEZ ENTERPRISE, Enugu State, Nigeria | 2019 - 2020

- Position Held: Customer Care representative/Secretary.

Key Responsibilities

- Provided feedback on the efficiency of the customer service process.
- Reduced customer's complaints by 30% through escalated grievance resolution procedure.
- Increased client base by 20% and turned negative sales trend to a positive 5% growth.

- Maintained a positive, empathetic, and professional attitude toward customers at all times.
- Ensured that customers confidential information is properly protected and used for official purpose.
- Recorded expenses and reconciled accounts to maintain accurate, current and compliant financial records.

WORLD LIGHT ACADEMY, Delta State, Nigeria

| 2018 - 2019

- Position Held: Assistant Class Teacher.

Key Responsibilities

- Created lessons which allowed students to actively participate throughout the class period.
- Encouraged the students to study ahead so that subsequent lectures will be interactive and insightful.
- Teamed up with other teachers via committees to improve the extra-curricular activities of the students.
- Improved students' reading comprehension by 50% by employing extra-curricular activities and introducing group discussions.

NYSC PROGRAMME

- Certificate Obtained - Certificate of National Service

| 2019 - 2020

LEADERSHIP EXPERIENCE

- President, National Association of Public Administration Students; Crawford Chapter **| 2018 - 2019**
- General Secretary - National Association of Public Administration Students; CRU Chapter **| 2018 - 2019**
- Vice President - National Association of Public Administration Students; Crawford Chapter **| 2017 - 2018**
- Academic Director - National Association of Public Administration Students; CRU Chapter **| 2017 - 2018**
- Financial Director - National Association of Public Administration Students; CRU Chapter **| 2016 - 2017**

AWARDS OBTAINED

- Merit Award for Academician and Personality of the Year - Crawford University

| 2018

PROFESSIONAL CERTIFICATIONS

- Certificate in Entrepreneurship Development - The Graduate Finishing Program Employability and Real-Life Skill **| 2019**
- Success Connect Leadership Academy **| 2018**

PROFESSIONAL SKILLS

- Effectively handle a broad range of diverse interpersonal contacts.
- Critical thinking skills and excellent written and oral communication skills.
- Experience working in business and customer support, quality improvements, and other related.
- Active problem solving, effective interpersonal skills, and strong multi-tasking skills.
- Excellent leadership, time management, and team management skills to effectively motivate others.

HOBBIES AND INTERESTS

- Creativity and Innovation | Networking and Researching | Volunteering | Tutoring

REFERENCES

- Available on Request.