

ABOUT ME

I am a very efficient, organized and dedicated person. I am a team player when necessary and can adapt quickly to any environment or situation. I am a curious person who likes to learn new things and challenge myself. Effective communication, computer literacy and analytical thinking are some of the skills that I possess and I have every intention of using them effectively to carry out any duties that are required of me in any organization that I am part of.

CORE SKILLS

- Microsoft Office Suite/ Google Workspace
 - Data Entry and Analytics
 - Email Management
 - Task prioritization
 - Teamwork
- Excellent Communication
 - Organization
 - Appointment setting
 - File Management
 - Calendar management
 - Staff/ Client Onboarding
- Problem-Solving
 - Time Management
 - Research
 - Documentation
 - Office ethics
 - Procurement sourcing

WORK EXPERIENCE

- 2024 - Present

COTEX GLOBAL- ADMIN/ BUSINESS DEVELOPMENT MANAGER

 - Handle administrative tasks such as maintaining records and contract documents.
 - Ensuring registration and renewal of certificates such as NUPRC and NOGIC and other permits
 - Responsible for following up with growth opportunities for the company (such as vendor registration processes and OEM relationships
 - Oversee employee onboarding and ensuring they are familiar with office procedures
 - Receiving inbound emails and responding on behalf of the company
- OCTOBER 2023 -APRIL 2024

DECOON SERVICES LIMITED - ADMINISTRATIVE STAFF.

 - Attending official meetings with clients and keeping records of important points
 - Responsible of keeping track of client files and contract documents
 - Liasoned with procurement department to ensure that schedules are met.
 - Monitored vendor portals for important information and updates
 - Prepared, edited and compiled documents for tenders and other official processes.

APRIL 2023 – SEPT. 2023 GENESIS GROUP CUSTOMER SERVICE/ E-COMMERCE AGENT

- Attending to customer enquiries (online and off)
- Ensuring that front line staff comply with customer service procedures
- Offering discounts and promotions in line with company policy
- Appeasing aggrieved customers
- Storing customer details for company use
- Coordinating online orders
- Receiving feedback from customers and acting on them

NOV. 2021 – MARCH 2022 HUMBLIZE CUSTOMER SERVICE/SALES REPRESENTATIVE

(Remote)

- Making calls on behalf of the organisation
- Onboarding new customers
- Responding to inquiries and questions
- Entering customer data
- Using CRM software to keep track of customer details
- Reporting technical problems encountered by customers

EDUCATIONAL QUALIFICATION

2015 – 2019 Ebonyi State University

BS.c in Mass Communication Second Class Upper

2015 Capital High School

National Examination Council (senior)

COURSES AND CERTIFICATES

~National Youth Service Corps(NYSC) Completion Certificate

~Virtual Assistant Skills Course: ALX Africa

~Customer Services (Short Course): E-learning college

~Skills and Entrepreneurship Development (SAED)

~Growing and Engaging your Audience (Course) : Thomson Foundation

~Fundamentals of Digital Marketing Course; Google digital skills for Africa

~Introduction to Digital Marketing Course; Great learning

~Building a Trusted Brand: Thomson Foundation;
