

Amadi Felicia Ifeoma

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Lagos, Nigeria

PROFESSIONAL SUMMARY

Results-driven operations professional with experience in administration , compliance , documentation, team collaboration, and customer support, Demonstrates strong Organizational, communication, and problem solving skills with the ability to manage confidential information and support operational efficiency, seeking to transition into human resources.

PROFESSIONAL EXPERIENCE

Operation Officer

First Bank of Nigeria Ltd, Marina, Lagos State

2013 – 2026

- Processed and verified over 100+ daily operational transactions while maintaining accuracy , compliance and proper documentation standard.
- Managed confidential customer and operational records, demonstrating strong data management and administrative skills transferable to HR operations.
- Collaborated with cross functional teams to support smooth workflow coordination and service delivery.
- Supported on-boarding and guidance of new staff on operational procedures and compliance requirements
- Maintained 98 % accuracy in documentation and record management through strong attention to details and process compliance.
- Assisted in Coordinating daily Operational activities for a team environment , improving workflow efficiency and communication.
- Handled high volume administrative tasks while meeting strict deadlines in a fast paced environment.

Customer Service Officer

- Ensure customer satisfaction through affective problem solving and followup reflecting employee engagement and support.
- Managed high volumes of customers request and ensure it resolve before the speculated time given while maintaining professionalism and service quality.
- Provide accurate information on services and procedures , strengthening ability to communicate policies and guidelines .
- Handled daily customer inquires and complaints demonstrating strong communication and conflict resolution.

Personal Assistant / Customer Service Support

- Maintained confidential records and sensitive information with professionalism and discretion.
 - Coordinated communication between management , staff and external stakeholders, strengthening interpersonal and employee relations
 - Assisted with on-boarding support and coordination of meetings , training sessions and workplace activities.
 - Prepared reports , correspondence and documentation while ensuring accuracy and attention to details.
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SKILLS & COMPETENCIES

- Communication & interpersonal skill
 - Record & Data management
 - Operations cordination
 - Cross functional Team Support
 - Training and Staff development
 - Time management & multitasking
 - Confidential information Handling
 - Training new staff
 - Documentation & records keeping
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EDUCATION

University of Lagos, Akoka, Lagos

- Master of Business Administration (Human Resource Management) **2025**
- Bachelor of Science in Economics **2017**

Yaba College of Technology

- National Diploma in Computer Science **2011**
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PROFESSIONAL CERTIFICATIONS

Chartered Institute of Personnel Management of Nigeria (CIPM) professional 1 **Inview**

TRAINING

Nigeria laour law training ,	2025
Employment law fundamentals	2025
Data Analysis and reporting	2024

TECHNICAL SKILLS

MS Excel (advanced) , SAP (success factors, workday , bamboo HR
CRM Customer Relationship Management , Microsoft Office Suites(Word, Excel and
PowerPoint)

