

ORJI CHISOM EZE

Business and Administrative Operations Specialist
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Professional Profile

Business and administrative professional with over six years of cross-functional experience spanning banking operations, administrative coordination, customer service, teaching, and remote virtual support. Skilled in workflow organization, stakeholder communication, reporting, and documentation. Adept with modern productivity and design tools to support compliance, research, data entry, and team collaboration in corporate and remote environments.

Core Competencies

Customer Experience and Relationship Management • Administrative Coordination • Virtual Assistance and Remote Collaboration • Teaching and Academic Support • Workflow and Compliance Reporting • Market Research and Stakeholder Support • Data Entry and Document Control • UI and UX Research Awareness

Technical Skills

Microsoft Word, Excel, PowerPoint • Google Workspace • Trello • Slack • Canva • Photoshop • Figma • Adobe XD • Email and Calendar Systems • Cloud File Management • UX Design Tools

Professional Experience

Branch Executive Officer

United Bank for Africa (UBA), Ikeja, Lagos | July 23, 2023 – Present

- Coordinated daily administrative and operational workflows for a high-traffic branch, supporting 30–50+ customer interactions per day
- Prepared daily, weekly, and monthly operational reports, improving reporting accuracy and decision-making timelines by approximately 20–25%
- Supported compliance documentation and audit readiness activities, contributing to successful audits with zero major findings
- Collaborated with internal teams to streamline customer service processes, reducing service delays and complaints by approximately 15–20%
- Conducted market research and customer outreach initiatives supporting branch growth and customer engagement
- Assisted with staff coordination and task delegation, reducing administrative backlogs by approximately 20%

Teacher

Ejivic College, Ilorin, Kwara State | January 14, 2023 – October 23, 2023

- Delivered instructional content to classes of 25–40 students, supporting curriculum objectives and academic performance
- Developed lesson plans, assessments, and evaluation materials contributing to measurable improvements in student comprehension
- Mentored students academically, contributing to improved engagement and higher pass rates across

multiple terms

- Supervised students during academic and extracurricular activities, maintaining a structured learning environment

Administrative & Virtual Assistant (Remote)

BlueEdge Consult | March 2021 – November 17, 2022

- Managed executive scheduling, email correspondence, and meeting coordination for multiple stakeholders
- Organized and maintained cloud-based document systems, improving document retrieval time by approximately 30%
- Conducted research and prepared reports supporting executive decision-making
- Collaborated with distributed teams using Trello and Slack, improving task turnaround times by approximately 20%

Customer Support Specialist

3nity Wears, Abakaliki, Ebonyi State | May 18, 2019 – December 1, 2020

- Handled 20–40+ customer interactions daily across retail channels
- Resolved customer issues efficiently, contributing to improved satisfaction and repeat customer retention
- Collaborated with sales teams to support engagement and upselling efforts, increasing average order value
- Documented and tracked customer issues using ticketing workflows, improving follow-up accuracy

Education

Master of Business Administration – Ajayi Crowther University (2024)

Bachelor of Sociology – Alex Ekwueme Federal University (2021)

Certifications

UI and UX Design Certificate – Techcrush (2025)

UI and UX Design with Figma – Udemy (2022)

UI and UX Design Certificate – Geneza School of Design (2022)

TEFL 120 Hours (2022)

Human Resource Management – University of Ibadan (2022)

Public Administration – Chartered Institute of Local Government (2022)

References available upon request