**OKOH AREROSUOGHENE MONICA**

**Edo State, Nigeria**

[dominicmonica20@gmail.com](mailto:dominicmonica20@gmail.com)

**+** 2348165642825, +2348115198086

**Objective**

A dedicated, ambitious and motivated individual with excellent multi-tasking skills, computer literacy, customer service, relationship management and human resource management. I am goal oriented, with excellent oral, written and listening communication abilities. Skilled in planning and achieving initiatives leading to desired goals of profitability, client acquisition and retention.

**Skills & Competencies**

**Soft Skills:** Communication, Interpersonal Skills, Problem Solving, Decision Making, Collaboration, Time Management, Execution, Attention to Details, Conciliatory Skills.

**Technical Skills:** Project Management, Human Resource, Math Skills, Analytical/Problem Solving skills, Customer Service Relations.

**Employment Record**

**RICHFIELD TECHNOLOGIES Delta State**

***SALES REPRESENTATIVE (February 2019 – January 2022)***

* I provided efficient Insurance solutions for all type of vehicles, ensuring that clients received adequate insurance solutions that aligned with their specific needs.
* Assisted clients with seamless bank payment processing, maintaining accuracy and compliance with company procedures.
* Prepared detailed weekly and monthly financial reports.
* Followed up on sales performance and providing insights for strategic planning.
* Built and maintained strong customer relationships, enhancing client satisfaction and loyalty.

**BOARD OF INTERNAL REVENUE (Delta State) Delta State**

***LICENSING OFFICER (Ad-hoc) (August 2015 – December 2018)***

* Managed the registration and renewal process for car and individual licenses, ensuring compliance with government regulations.
* Provided comprehensive insurance services for a wide range of vehicles, educating clients on coverage options.
* Maintained accurate records of transactions and license renewals, ensuring data integrity and availability for audits.
* Generated and submitted detailed weekly and monthly operational reports to support decision-making and improve service delivery.
* Delivered excellent customer service by addressing inquiries, resolving issues promptly, and ensuring client satisfaction.

**CERTIFICATIONS & TRAINING**

* Project Management Professional (PMP).
* General Health Safety and Environment (GHSE I&II).
* Health Safety & Environment (HSE LEVEL III).
* Human Resources Management (HRM).
* Customer Service & Relationship Management (CSRM).

**EDUCATION**

**HIGHER NATIONAL DIPLOMA (H.N.D) IN STATISTICS 2021**

**DELTA STATE POLYTECHNIC OZORO**

**NATIONAL DIPLOMA (N.D) IN MATHEMATICS AND STATISTICS 2014**

**DELTA STATE POLYTECHNIC OZORO**

**REFEREES**

**Available on requests.**