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| **HELEN EBERE OKORO**  okorohelen@yahoo.com / 07034241085  12, Omotayo Shoyobo Street, Balogun, Iju Ishaga, Lagos |

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| **PROFESSIONAL PREFACE** |

Experienced in operational management and providing excellent service to all customers. Having 12 years’ work experience and equipped with excellent problem-solving skills, I am capable of working effectively both individually and in a variety of team situations to achieve organisational goals. Possessing strong business acumen with exceptional communication, organisational and interpersonal skills. Currently seeking to transfer these skills within a challenging environment to achieve organisational goals

**SKILLS**

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| * Planning and Organisation * Problem Solving * Leadership * Team work | * Communication * Customer Service * Quality Assurance * Documentation and Reporting | * Operations Management * Project Management * Stakeholder Management * Budgeting and Expense Management |

**EDUCATION**

M.Ed in Educational Administration and Planning (in view) Part-Time 2023 - till Date

University of Lagos

B.Ed in Educational Management 2005 - 2009

Lead City University, Ibadan State

Faith Secondary School, Kontagora, Niger State 1995 - 2001

Nigeria Army Children School, Kontagora, Niger State 1989 – 1995

**PROFESSIONAL QUALIFICATION WITH CERTIFICATE OF COMPLETION AND DATE:**

BSAFE (United Nations Department of Safety Security) Confirmation #:3524270 Dec. 2023

PgMD Pro: Program Management for Development Professionals (Humentum, PM4NGOs) Dec. 2023

Child Protection in Emergencies [Entry Level] (Humanitarian Leadership Academy, Save the Children) Dec, 2023

Global Disaster Risk Reduction and Management Pathway (Humanitarian Leadership Academy) Nov. 2023

# Adolescents in Humanitarian Contexts (Humanitarian Leadership Academy) Nov.2023

# Prevention of Sexual Exploitation and Abuse (Humanitarian Leadership Academy) Nov. 2023

Humanitarian Operations Programme (HOP) Fundamentals (Humanitarian Leadership Academy) Nov. 2023

Finance and Budgets in Emergencies (Humanitarian Leadership Academy) Nov.2023

Responsible Data Management in Emergencies (Humanitarian Leadership Academy) Nov. 2023

Humanitarian Information Management, Communications and Media (Humanitarian Leadership Academy) Nov. 2023

Monitoring, Evaluation, Accountability and Learning (MEAL) in Emergencies Humanitarian Leadership Academy Nov. 2023

MEAL in Emergencies (Humanitarian Leadership Academy) Oct. 2013

Introduction to Human Resource Management in Humanitarian Contexts (Humanitarian Leadership Academy) Oct. 2023

IRC Personal Safety and Security (Humanitarian Leadership Academy) Oct. 2023

Introduction to Child Protection (Humanitarian Leadership Academy) Oct. 2023

Working in Partnerships (Humanitarian Leadership Academy) Oct. 2023

Safeguarding Essentials (Humanitarian Leadership Academy) Oct. 2023

Environment in Humanitarian Action ((Humanitarian Leadership Academy) Oct. 2023

Wellness and Resilience for Frontline Workers and Managers ((Humanitarian Leadership Academy) Oct, 2023

Introduction to History of Humanitarianism (Humanitarian Leadership Academy) Sept. 2023

Introduction to Needs Assessments in Emergencies (Humanitarian Leadership Academy) Sept. 2023

##### An Introduction to Proposal and Report Writing (Humanitarian Leadership Academy) Sept. 2023

How to Set Up and Run a Response Operation (Humanitarian Leadership Academy) Sept. 2023

Being Accountable to Affected People (Humanitarian Leadership Academy) Sept. 2023

Introduction to Needs Assessments in Emergencies (Humanitarian Leadership Academy) Sept. 2023

Introduction to the Core Humanitarian Standard (Humanitarian Leadership Academy), - Aug. 2023

Introduction to International Humanitarian Law (IHL) (Humanitarian Leadership Academy), Aug 2023

120- Hour TESOL/TEFL CERTIFICATE (CERTIFICATE NUMBER: WTA 22254319) Aug. 2023

Certificate of Completion ABCC Counsellor Course United States Oct. 2021

Certificate of Completion ABCC Counsellor Course Canada Aug. 2021

Certificate of Completion ABCC Counsellor Course United Kingdom Aug. 2021

Proficiency Certificate in Management (Chartered) Mar. 2011

Member, Chartered Nigerian Institute of Management [MNIM]

**WORK EXPERIENCE**

**INSTITUTION: NAOMI HELPING HANDS INTERNATIONAL FOUNDATION**

Position Held: **Co-Founder** **April 2023 – Till Date**

* Continuously contributing innovative and creative ideas and concepts to enhance the progress of Naomi Helping Hands International Foundation.
* Monitor all other department of the organization and ensure all are functioning appreciate in accordance with the company policy.
* Develop and implement an all-encompassing educational and counseling plan with modern methods of teaching and mentoring.
* Providing counseling on policies and procedures.
* Develop and implement an all-encompassing educational and counseling plan with modern methods of teaching and mentoring.
* Identify behavioral problems or at-risk persons and act appropriately.

**INSTITUTION: F&H WORLDWIDE EDUCATIONAL CONSULTANT**

Position Held: **Director** **July 2017 – March 2023**

**STUDYLINK LIMITED**

Position Held: **Student Counsellor/Administrative Support Sept. 2015 – June 2017**

* Provide an effective administrative support
* Provide individual counselling based on student needs
* Act as an advocate for the company’s social media spaces, and answering questions where appropriate.
* Establish and maintain close links with wide range of academic and administrative staff in Universities/Colleges represent abroad.
* Maintain records and statistics in line with the Service's Policy on confidentiality and Data Protection.
* Carryout Effective marketing operation.
* Effective VISA processing for prospective Clients, Flight Booking and Hotel Reservation.

**THE INSTITUTE OF CREDIT ADMINISTRATION (ICA) LAGOS, NIGERIA**

Position Held: **Membership Services Executive (MSE)/Admin Officer Nov. 2010 – Dec. 2011**

* Issuance of invoices to ICA Members (annual subscription and direct entry collection of payment).
* Ensuring that Member (old and new members get their membership certificate, as the case may be).
* Prepare Members Election Letter.
* Liaising with clients.
* CSorting and Package of ICA Member Monthly Journals (The Credit Manager).
* Follow up on existing ICA Members for their annual dues.
* Debt recovering From ICA Member who is indebted to The Institute of Credit Administration.

**NYSC INTERN (ISOKOLO GIRLS SECONDARY SCHOOL DELTA STATE)**

Position Held: **Teacher Nov. 2009 – Nov. 2010**

* Manage classroom of 30 - 35 Students.
* Effectively instructing and evaluating learning while maintaining discipline.
* Evaluating learning activities.
* Coach the senior class for external examination.
* Effectively organized time, space and resource to balance heavy work load and deadlines.
* Participate in teacher weekly duties and activities.
* Coordinate and supervise students’ program.
* Ensure all teaching records are available and well kept.
* Maintaining discipline among the students.

**ONLINE TEACHING**  2017 till Date

English Proficiency Teaching online (Prospective Students for IELTS)

**IT SKILLS** – MS Word, MS Excel, MS PowerPoint MS Outlook, Adobe PDF

**EXTRACURRICULAR ACTIVITY** – Future leaders connect (British Council): This I believe is providing me with the necessary information, education, skill and expertise as an intending leader in the political space.

**PUBLICATION**

B.Sc Thesis: Helen Okoro (2009) Universal Basic Educational Scheme – Challenges and Prospects in Western Nigeria. A case study of Selected Schools in Ibadan Metropolitan) A project submitted to The Department of Educational Management, Lead City University in partial fulfilment of the requirement for the award of Bachelor Degree in Educational Management.

**PROJECT**

Community Project Executed at Isiokolo Girls Secondary, Delta State 2010

**INTERESTS** – Travelling and volunteering.

**REFEREES:**

Provide on request