**BENEDICTA CHIAMAKA OKAFOR**

**Eleganza Lekki phase 2.**

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**PROFILE SUMMARY**

Enthusiastic Financial Analyst with experience involving financial operations to bring about scalable financial processes and growth metrics in any organization. Strong negotiator, Committed to engaging new processes that empower teams and organization to deliver their KPIs and support revenue-generating objectives, while keeping up with organization policy and strategy, clear communicator at all levels, Fast learner capable of serving in a diverse range of business activities.

**SKILLS AND COMPETENCIES**

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| --- | --- | --- | --- |
| * Customer Relationship Management * Inventory Management | * Budgeting & Cost Analysis * Operation schedules * Interpersonal skills * Strategic Planning/decisions | * MS Word, Excel * Data Presentation * Business Ethics/Planning * Problem Solving skills | * Communication Skills * Strategic Planning/decisions * Time Management * Team Collaboration |

**KEY ACHIEVEMENTS**

* Suggested to the organization training for the drivers at Ressortir Investment Nigeria Limited, which reduced the number of complaints from customers and increased customer base by **50%** over time.
* Collaborated with the Quality Control Officer to enlighten labor workers, which helped cut down the damage incurred at the warehouses to goods by a margin of **65%,** maximizing operational efficiency and minimizing loss for AC Martins Nigeria Limited.

**PROFESSIONAL WORK EXPERIENCE**

**Ressortir Investment Nigeria Ltd**.  **|** **Front desk officer**  **- Lagos, State**  **|Oct. 2020 – present|**

* Presenting, promoting and selling products/services using solid arguments to existing and prospective customers.
* Establishing, developing and maintaining a positive business and customer relationship.
* Monitoring sales metrics and providing reports for quarterly sales results.
* Maintaining positive business relationships to ensure future sales.
* Issuing receipts and invoice to clients.
* Working closely with the Managing Director providing up to date details about happenings in the Organization.

**Ac Martins Nigeria Ltd**  **|** **Analysis Recorder**  **- Lagos, State**  **|Jan 2019 – Oct. 2020|**

* Provided administrative, financial support for several projects.
* Reviewed documents for completeness and conformity with laws, rules, regulations, policies, and procedures.
* Submitted accurate and detailed monthly reports on financial and administrative operations.
* Examined company accounts and financial control systems & ensured that financial reports and records are accurate and reliable.
* Collated, checked and analyzed spreadsheets data, prepared reports, commentaries and financial statements.

**Independent National Electoral Commission (INEC) |** **Presiding Officer (PO) Anambra & Lagos State |2017 & 2019|**

As the PO, I organized, undertook and supervised all elections, I registered political parties in accordance with the provision of the constitution and act of the National Assembly and I also monitored the organization and operations of political parties on the day of election.

**Transit Care Limited | Secretary - Port - Harcourt**  **|Jan 2017 – Jan 2018 |**

* Effectively solved customer challenges to include following up to ensure remediation.
* Maintained quality control/satisfaction records, always seeking new ways to improve customer service.
* Significantly expanded and strengthened customer relationships by profiling to discover customer needs and advised customers on transport vehicles of their choice.
* Maintained a keen focus on customer-centric priorities, ensuring high customer service levels and support, stimulating high retention and referral business rate.

**VOLUNTEER EXPERIENCE**

* **Volunteer –** Nigerian Red Cross Organization, Lagos State **| 2019 |**
* **INEC Presiding Officer Governorship & Presidential Election | 2017 & 2019|**

**EDUCATION**

* **Higher National Diploma In Banking and Finance | 2018 |**
* **Ordinary National Diploma In Banking and Finance | 2015|**

**Federal Polytechnic Oko – Anambra State.**

* **Stockhan Comprehensive College Lagos. | 2012|**

**Senior Certificate, National Examination Council (NECO)**

**TRAINING AND CERTIFICATIONS**

* **Strategic Planning –** HP LIFE e-Learning **| April 2020 |**
* **Human Resource Management –** Novelle **| Feb 2020|**
* **Cisco Networking Academy training on IT Essentials/ Spreadsheet. | April 2016 |**

**Research Experience**

**UNDERGRADUATE PROJECT RESEARCH;**

The Effect of Foreign Exchange Rate On Nigeria’s Balance of Payment from 2011-2014.

**INTERESTS**

Research, Meeting People, keen to Learn, listening to music

**REFEREES**

Available upon request.