

Flourish En-Haddah Anokam

Professional summary

Focused Project Manager adept at planning, directing and maintaining continuous operations in various departments. Experienced in directing manufacturing employees and keeping efficient production in accordance with quality standards. Applying creative and analytical approach to operations for continuous process improvement. Skilled at identifying or anticipating problems and providing solutions. Excels through mentoring, training and empowering team to excel in performance.

Motivated student seeking career in web development. Hardworking and friendly person with strong organization and time management skills. Eager to support and learn from development teams to deliver well-designed mobile and web applications.

Organized Travel equipped Manager to curate award-winning itineraries and travel packages. Maintains loyal client base with individualized service and superior sales strategy. Exceptional negotiator with commitment to client satisfaction.

Work history

Self Employed - International Travel Consultant

Port Harcourt, Rivers State

01/2024 - Current

- Responded to clients' questions, issues and complaints, thinking creatively to formulate effective solutions.
- Verified customer passports and documentation to travel.
- Conducted calls professionally and politely to maintain excellent service standards.
- Advised customers on visas and travel safety.
- Resolved complaints, cancellations and refunds with mutually beneficial solutions.
- Tracked flight prices to secure best-possible prices for customer trips.
- Used travel agency software to explore customers purchasing options, offering clear comparisons and securing best-possible deals.
- Informed clients about cancellation policy and associated penalties.
- Advised customers on specific visa and passport requirements.
- Used destination knowledge to enhance customer trips with local recommendations.
- Prepared comprehensive travel itineraries using accessible formats for customers.

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📍 Port Harcourt , Rivers State

in <https://www.linkedin.com/in/flourish-anokam-2610a6>

<https://github.com/Flourish-droid>

Skills

- Leadership
- Time Management and Organization
- Project Management Systems
- Communication
- Database Management
- Programming Languages
- Client And Relationship Management
- Customer Service
- Financial Management
- Problem Solving
- Attention To Detail
- And More

Education

07/2022 - 09/2024

National Institute Of Information Technology

Port Harcourt, Nigeria

Higher National Diploma: Software Engineering

- Managed over 50 customer calls per day.' or, "Increased sales by 10%

The LeoGold Academy - Project manager

Port Harcourt, Rivers State

01/2023 - Current

- Prepared and managed project plans from end to end, meeting required milestones.
- Led meetings with both client and internal teams to facilitate and drive project completion and provide status updates.
- Used project management tools and techniques for positive, successful outcomes.
- Managed workforce planning, compiling information for informed decision-making.
- Identified and managed budget, timescale and scope changes, recommending actions and improvements to meet project goals.
- Delivered on projects' key objectives with agreed budgets, timelines and standards.
- Evaluated project risks and feasibility, identifying issues and proactively implementing proposed solutions.
- Implemented and maintained systems for successful planning and project management.
- Developed and maintained project timescales, providing contingency planning to support timely completion.
- Assured project documentation followed internal quality standards.
- Drafted accurate monthly management reports to illustrate project timelines and progress.
- Planned staff and resources within business budgets for minimized expenditure.
- Evaluated client requirements, building strategy to manage and achieve milestones and quality KPIs.
- Increased customer returns by 6%, by reviewing and improving customer feedbacks and satisfaction

Diggy Tribe - Virtual assistant

Port Harcourt

02/2023 - 08/2023

- Organised tasks by level of urgency and importance to make best of use time and resources.
- Scheduled meetings, conferences and appointments.
- Kept files organised and up-to-date for accurate record-keeping purposes.
- Planned and scheduled meetings, creating agendas and minutes as needed.
- Created email notifications, invitations and agendas for meetings, events and appointments.
- Received, sorted and distributed incoming mail.
- Managed and tracked incoming and outgoing email correspondence, ensuring replied were sent within required timeframes.
- Acted as main contact for staff and clients.
- Screened incoming phone calls and relayed detailed messages.

- Assisted managers in compiling and organising materials for meetings.
- Managed over 10 customer calls per day.' or, "Increased sales by 5%

Languages

English:

French: