

# Ijeoma Chinazor Stephanie Otika

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## PROFESSIONAL PROFILE

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- Versatile and highly organized professional with a unique blend of administrative, customer service, data entry, and visa consultancy skills. Offering 6 years' experience in seamlessly managing office operations, providing top-tier customer support, ensuring data accuracy, and assisting clients with visa requirements. Highly organized, dedicated, good team worker, fast learner, and good communicator Seeking a dynamic role to leverage this diverse skill set to drive efficiency and exceed organizational goals.

## PROFESSIONAL EXPERIENCE

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### VFS Global

*Visa processing Officer*

Visa documentation, application and interviews

2013-2019

- Managed the administrative and non-judgmental tasks related to visa, passport, and consular services for clients and governments. .
- Completed documentation, Maintenance of accurate files, proper archive, and Review of documents to ensure that all of the information provided by clients is accurate and correct.
- Stored, filled and maintained documents
- Oversaw all aspects of Visa and Immigration Service, ensured that the process runned smoothly
- Coordinated domestic and international travel arrangements including booking airfare, hotel and ground transportation.
- Conducted interviews, Bio-metrics capturing, and Assisted clients in obtaining Visas and other documentation required
- Constantly and effectively communicated with logistics department to convey priorities and expectations .
- Resolved 100+ weekly customer inquiries via phone and email.
- Managed office supplies and ordered new supplies as needed

### O'Neal center Jabi,

*Assistant Manager*

Abuja. Nigeria

2013

- Oversaw team performance and ensured it's in line with the company policies.
- Constantly ensured and measured guest satisfaction.
- Coordinated customer service operations (orders, payments and deliveries.
- Communicated with clients and evaluated their needs.
- Managed logistics, shipping and maintained inventory, ensuring that supply levels are in alignment with demand.

## EDUCATION AND HONORS

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### Hasselt University

*Masters of management with specialization in international marketing strategy*

Belgium

2023

### Hasselt University

*Masters of management with specialization in strategy and innovation management*

Belgium

2021

### National Open University of Nigeria

*MBA Business Administration*

Nigeria

2017

### University of Jos

*Bachelor of Science- Business management*

Nigeria

2011

## TRAINING CERTIFICATION

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**Business Ethics Foundation Certificate.**  
***Office administration diploma certificate.***

2022

2022

**SMTC Emergency first Aid at work. 2014**

**Proficiency certificate in management. Nigerian Institute of management. 2012**

## SKILLS

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Computer Skill - Canvas

Fluent internet user - Social Media (Facebook, Instagram and Tiktok)

Microsoft Office (Word, Excel PowerPoint Outlook),Gmail, Youtube, Whatsapp).

Creativity and problem-solving, Team-work, positive thinking, hardworking, good listener and communicator, ability to work under pressure and minimal supervision, fast learner, highly adaptable, Time management, interpersonal skill.

**Languages :** English (fluent), French (intermediate), Netherlands (Intermediate)