

GLORIA CHUKWUEKWU CHUKWUMA

17, Ademidun Street, Ajeigbe, Challenge, Ibadan, Oyo State.

☎ 08077112061, 09065335409 | 25th February, 1995.

[linkedin.com/in/gloria-chukwuma](https://www.linkedin.com/in/gloria-chukwuma)

Email: gloriachukwuma74@yahoo.com

CAREER OBJECTIVE

I am a young graduate seeking a challenging position in a reputable organization to expand my learnings, knowledge, and skills. I intend to make use of my skills such as report writing and presentation, emotional intelligence and interpersonal skills to achieve the goals of that company that focuses on customer satisfaction and customer experience. My aim is to enhance my educational and professional skills in a stable and dynamic workplace.

EXPERIENCE

KELAN MERCANTILE VENTURES, OYO STATE,

2018

Supervisor

- ❖ Assigned marketing roles to subordinate staff members to execute, which led to 30% increase in the company's customer base monthly.
- ❖ Increased the revenue of the company through attaining 90% customer satisfaction.
- ❖ Developed new system for the proper accountability of company's stocks, expenditures and income for monthly report.
- ❖ Organized weekly meetings with all staff members, to address and solve challenges faced in the company.
- ❖ Conducted surveys to check and balance the company's products, services and prices, hence, an increased customer's patronage

NIGER DELTA UNIVERSITY, BAYELSA STATE.

2017

Office Assistant

- ❖ Familiarized myself with work ethics and achieving results on all assignments which led to personal development.
- ❖ Assisted the Head of Department to attain a smooth and effective administration in the departments.
- ❖ Responded to 90% of students' complaints and inquiries and solved their concerns.
- ❖ Successfully managed the pressure which comes with multitasking by enlisting the most important tasks before the less important ones

EDUCATION

❖ **International English Testing System**

2018

British Council – B2

- ❖ **National Youth Service Corps** 2017
Discharge Certificate
- ❖ **B.Sc. International Relations (First Class Honor)** 2016
Lead City University, Ibadan.
- ❖ **West African Examination Council** 2012
Orita-Mefa Baptist Model School, Ibadan

PROFESSIONAL CERTIFICATE

- ❖ Communication and Customer Relation Management 2016
- ❖ Project Management 2016
- ❖ Comptia Project Management 2016

SKILLS AND COMPETENCY

- ❖ Administrative and creativity skills.
- ❖ Interpersonal and relationship skills.
- ❖ Communication and time-management skills.
- ❖ Computer proficiency in Microsoft Office, Excel and others.
- ❖ Reporting and presentation skills.
- ❖ Multitasking, Client service and satisfaction and adaptability.

REFERENCES

Available on request.