

OKPETA MARTHA OGENAIWE

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DOB: 22 May 1997 | Sex: Female | Marriage Status: Single | State of Origin: Edo State | L.G.A: Owan-East

Career Objective

An energetic and forward thinking Front desk officer with office technology and management skills seeking to excel within a service – oriented company and leverage on their proven project management and training skills to improve on working experience and grow efficiency at the Organization.

A person who gets a kick out of going above and beyond the call of duty and has the proven leadership skills along with the necessary tenacity needed to get the most demanding of jobs done. Friendly and easy going personality that is perceptive and disciplined, highly professional – dependable, reliable and able to perform duties with minimal supervision.

Right now looking for an opportunity to build a career with a company that has a friendly, flexible working environment to learn, develop and thrive.

Key Skills

- Office Management Proficiency
- Teambuilding Abilities
- Eagerness to Learn
- Report & Document Preparation
- Ability to use Positive Language
- Clear Communication Skills
- Spreadsheet & Database Creation Skill
- Inventory Management Proficiency
- Records Management Proficiency
- Basic computer skills in MS Office Suite and other applications/systems
- Patience & Attention to Detail
- Meeting & Event Planning
- Client Relations & Communications
- Familiarity with Office machines (Fax, Printers, Scanners. e.t.c)
- Effective Listener

Experience

Fidelity Bank, Bodija Branch, Ibadan Oyo State

2019 to 2020

I.T / Industrial Trainee, 2019 to 2020

- Greet and Welcome customers, answers questions and direct complaints.
- Take minutes of weekly meetings and present reports
- Handled multifaceted clerical tasks (e.g., data entry, filing, records management) as the customer service representative - (Intern)
- Take full responsibility and the required action for assigned tasks
- Providing quality service to customers, associates and responding to inquiries about the availability of products and services
- Ensured customers were satisfied with every part of their banking experience from initial greeting through request completion
- Make telephone calls to prospective customers in order to provide product information
- Listen attentively to caller needs to ensure a positive customer experience (CX), and strive for quick complaint resolution.

MAJOR ACCOMPLISHMENTS

- Memorized the company's product offerings, Contributed to a 70% increase for the quarter (Q4 2019) in the adaptation of financial inclusion strategies by communicating products benefits and providing excellent service.

Covenant Hospital, Ibadan Oyo State

2014 to 2016

Office Assistant / Auxiliary Nurse Trainee, 2014 to 2016

- Decreased office expenditures by implementing needed controls on stock/supplies and standardizing ordering procedures.
- Handled multifaceted clerical tasks (e.g., data entry, filing, records management and billing) as the assistant to the head Matron
- Entrusted to Matron's office in the supervisor's absence. Provided timely, courteous and knowledgeable response to information requests; screened and transferred calls; and prepared official Hospital correspondence/Memos.
- Earned excellent marks on performance reviews, with citations for excellence in areas including work volume, accuracy and quality; ability to learn and master new concepts; positive work ethic; and commitment to providing unsurpassed service.

Great Flakes Ventures, Ibadan Oyo State

2011 to 2013

Production Assistant/Sales Rep , 2011 to 2013

- Helped drive a 10% increase in customer satisfaction by improving the quality of produce.
- Quickly became a trusted assistant to the company president, executive staff and office manager and earned a reputation for maintaining a positive attitude and producing high-quality work.
- Served as executive assistant to the management team, handled a busy phone system, functioned as primary liaison to customers and ensured a consistently positive customer experience.
- Adept at carrying out sales soliciting duties
- Hands on experience in demonstrating products with a view to solicit sales
- Make telephone calls to prospective customers in order to provide product information
- Meet personal sales goals by employing workable sales strategies

Education & Training

Ibarapa Polytechnic, Eruwa Oyo State

2016 – 2020

O.N.D Office Technology and Management

Zephya Computer Training Institute, Ibadan Oyo State

2016

Diploma in Computer

Immanuel College, Ibadan Oyo State

2011 - 2013

Senior Secondary School Leaving Certificate (S.S.C.E)

Agbowo High SCHOOL, Ibadan Oyo State

2007 - 2010

Junior Secondary Leaving Certificate

JIBSON International Nursery and Primary School, Ibadan Oyo State

2001 - 2006

Primary School Leaving Certificate

Familiar Software's

Microsoft office packages (Word, Excel, Outlook, PowerPoint)

Corel Draw

NIBSS

INFOPOOL (Customer Database)

Universe AOP (Account Opening Portal)

References

- Pastor (Mrs) Alex Aikhorin
Resident Pastor
Grace And Truth Anointed Church
Ibadan, Oyo State
08030560036
- Mrs Adeniyi Kehinde
Head of Operations
Fidelity Bank Bodija Branch
Ibadan, Oyo State
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- Mr Francis Osijo
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