

NJEMANZE INGRID IHEOMA

OBJECTIVE

To obtain employment with a company that offers a positive atmosphere to learn and implement new skills and technologies for the betterment of the organisation and society.

PERSONAL DATA

Date of Birth: 3rd August 1990
State of Origin: Imo State
Sex: Female
Marital Status: Married
Contact Address: No. 2 St Mary Anglican Church Close, Oluyole Estate off Ring Road, Ibadan Oyo State.
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EDUCATION AND QUALIFICATIONS

Educational institutions attended

(WITH DATES)

- | | |
|--|-------------|
| • University of Ibadan | 2017 - 2019 |
| • University of Abuja | 2009 – 2013 |
| • Federal Polytechnic Kaduna | 2008 – 2009 |
| • Our Lady of Fatima College Port Harcourt | 1999 – 2005 |
| • Celia's Montessori Nursery/Primary School PH | 1992 – 1999 |

Academic Qualifications

- | | |
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| • Masters in Tourism & Development | 2019 |
| • BSc. Sociology | 2013 |
| • Interim Joint Matriculation Board (IJMB) | 2009 |
| • Senior Secondary Certificate (SSCE) | 2005 |
| • First School Leaving Certificate | 1999 |

WORK EXPERIENCE

- **EMCEE Travels** **March 2019 – August 2019**
Duties:
 - i. Assisting Customers with planning and booking reservations
 - ii. Assist in planning travel itineraries by suggesting local/foreign tourist attractions and places of interest.
 - iii. Assist in payment process
- **ISON BPO (MTN PROCESS)** **October 2015 – April 2016**
 - i. Dealing with customers over the phone and via email
 - ii. Dealing with customer feedback, concerns and complaints
 - iii. Assisting customers with funding suitable products or services
 - iv. Dealing with stressful situations in a professional manner and ensuring that customers concern are promptly addressed

- **Nigerian Content Development and Monitoring Board** **April 2014 – March 2015**
 - i. Assists in orienting new employees to the organisation and also distributes employment letters.
 - ii. Responsible for maintaining and organizing up to date HR Files which includes employee benefits employment status, etc
 - iii. Receiving phone calls and departmental filing
 - iv. Distributing memos and documents to other departments in the agency

COMPUTER SKILLS

- Major Microsoft Office Suite Packages

INTEREST

- Meeting new people
- Reading
- Informative discussions

REFERENCES

- **MR DOMINIC AGBOR AGABI**
Federal Mortgage Bank of Nigeria
The Mortgage House, Plot 266 Cadastral
AO Central Business District PMB 2273. Garki, Abuja
08097534944
- **MR. ANSELM NJOKU**
Oil and Gas Free Zone Authority,
Port Complex Onne, Port-Harcourt, Rivers State
08033374345
- **BARRISTER EGBEBU EVARISTUS DENNIS**
Eva D Egbebu & Co.
Road 8 Town 3 Housing Estate New Owerri,
P.O. Box 2283 Owerri, Imo State
08033941282