**OBIANUJU ANUMUDU**

56, Nuru Oniwo Street, Aguda Surulere, Lagos. 08133809375

Email: ujuanumudu@gmail.com

Professional Profile:

An experienced Human Capital, Administrative and Customer Service Professional with experience in recruitment, learning & development and performance management. Proven expertise in driving efficiency and productivity through innovation and policy implementation. Talented leader working with highly skilled teams to support the achievement of corporate objectives.

Key Area of Competence:

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| * Management of Multi-million Naira Fundraising * Deadline and Client commitments * Business Problem Solving. * Organizing and mobilizing resources. | * Client Liaison and relationship Management. * Time and resource optimization * Process analysis and re-engineering. * Branding. |

**Achievements:**

* Developed and implemented successful Fundraising campaigns
* Revenue generation through training sessions.
* Identified and handled training offerings in various states in Nigeria
* Trained over 1000 staff from various institutions.
* Enhanced customer satisfaction and relationship with the various institution users on the credit bureau platform.
* Successfully handled public and in-plant trainings for banks and other financial institutions.

**Professional Experiences:**

**Down syndrome Foundation Nigeria**

**ADMIN/PROGRAMME ASSISTANT (Volunteer)** August 2016 to Date

* Strategically and successfully organize the Fundraising campaigns.
* Monitor and track budget for the Fundraising campaign and events.
* Handle various press conferences.
* Maintain human resource staff by recruiting, selecting, orienting, and training employees.
* Maintain human resource staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results.
* Keep historical human resource records by designing a filing and retrieval system; keeping past and current records.
* Organize, prepare, collate and consolidate annual work plans and administrative budget for various activities.
* Review work-plans, activity reports, implement program activities according to administrative procedures.
* Formulate and design programs within my area of responsibility thereby, translating priorities into local interventions.
* Initiate and present projects for finalization to donors/partners and the application of conceptual models to support program designs.
* Identify opportunities for the initiation of new projects, active contribution to the overall office effort in resource mobilization through projects, activities, dialogue and other mechanisms.
* Develop organization’s programs which includes staff development, project management, and implementation of daily management activities.
* Maintain partnerships and relationships with other organizations, such as nonprofits, federal agencies and community organizations, in order to expand resources, raise funds and educate the public about the work of my foundation.
* Keep various foundation or nonprofit organization informed about program development and ongoing activities by supplying reports.
* Handle other Ad hoc Administrative duties.

**CRC Credit Bureau Limited** June, 2013 – July, 2016

**TRAINING EXECUTIVE**

* Developed strategies for marketing CRC’s trainings and services to existing and prospective clients.
* Interfaced with various teams of institutions to gather information regarding training needs and requirements.
* Identified opportunities for training new and existing customers and successfully converted such opportunities.
* Prepared and managed annual training calendar for CRC Financial Education Centre.
* Conducted administrative tasks/support in relation to implementation of trainings both for public and in-plant trainings, including preparation of materials and identification of content experts.
* Managed and coordinated logistics and ensuring professional delivery of trainings.
* Established and sustained customer relationships through numerous networking channels.
* Managed the financial education pages on CRC’s website and collect online information and resources needed for training topics
* Provided strategies to improve staff welfare, internal trainings and development of staff.
* Ensured excellent customer satisfaction with bureau subscribers at every interaction
* Made recommendations to the Head, Sales and Marketing on training & customer needs.
* Made presentations and sales to prospective member institutions training and product.
* Followed up Bureau users to manage issues relating to use of CRC services.
* Identified the right market for company training products.

**First City Monument Bank Limited (NYSC)** November 2011 – October 2012

**CUSTOMER SERVICE OFFICER**

* Educated Customers on how to use ATM Cards and change their pins, Issuing ATM pins, ATM Cards and giving out of cheque books to customers
* Issued debit cards for new accounts users and Credit Cards for existing accounts.
* Assisted the Funds Transfer Officer to collect Inward and outward clearing cheques
* Attended to customers’ queries with respect to the bank, account opening and amendment, transfer and closure.

**Enquiries:**

* Act as first point of contact in the branch and resolving all issues raised by customers.
* Control all routine aspects relating to a customers’ needing to laid-down procedures**.**

**Guaranty Trust Bank Plc (Internship)** June 2011 – October 2011

**CUSTOMER SERVICE OFFICER**

* Educated Customers on how to use ATM Cards, change their pins, issuing ATM pins, and cards.
* Issued debit cards for new accounts users and Credit Cards to existing accounts.
* Attended to customers’ queries with respect to the bank.
* Ensured customers were appropriately educated regarding the value of using self-service channels (Internet Banking, ATMs & Mobile Banking) to empower customers and minimize ad-hoc service requests.
* Handled Account Opening Packages, ensuring that customers’ files are opened and appropriately filed.

**Tubal-Caine Marine Services Nigeria Limited** November 2007 – May 2011

**ADMINISTRATIVE OFFICER/PERSONAL ASSISTANT**

* Handled the recruitment of junior officers
* Developed job description for the junior officers and the technicians
* Organized Training and development for staff
* Document verification
* Staff welfare and code of conduct
* Administrative responsibilities
* Documentation of shipping maintenance schedules
* Preparation of letters and taking of minutes of meetings attended by the president
* Handled the Managing Directors’ travel itinerary

**Professional Qualification:**

* CHARTERED INSTITUTE OF PERSONNEL MANAGEMENT OF NIGERIA

Student Member, Chartered Institute of Personnel Management, in view.

Education:

* UNIVERSITY OF BENIN, Benin City, Edo State. 2010

B.A (Hons.) International Studies and Diplomacy

Second Class Honors (Upper Division)

Referees:

Available on request.