

PROFILE AND CAREER SUMMARY

An astute professional Administrator, & Product Designer, with strong rating in aligning business objectives with comprehensive marketing and administrative knowledge to achieve maximum operational impacts, conserve time and boost efficiency, currently seeking to advance in this field as a specialist.

A highly organized and efficient individual, whose thorough and precise approach to projects has yielded excellent results. Recent achievements with my current employer include the implementation of an innovative new filing and indexing system, gathering of requirements for app user interface.

EDUCATIONAL QUALIFICATION

Bachelors of Public Administration (B.Sc), Caritas University **2005-2010(CGPA 3.79)**

Thesis: Bureaucratic process in Nigerian Civil service; A case study of Enugu State civil service

Supervisor: Mrs. Angela Iloh

Relevant Courses:

Relevant Courses: Advanced Microsoft Office, Information and Workflow Management, Business Communication Strategies.

RESEARCH WORK

- The impact of inclusion, wealth Distribution & sustainable Democracy In the Nigerian economy.
- Bureaucratic process in Nigerian Civil Service. A case study of Enugu State Public Service

PROFESSIONAL WORK EXPERIENCE

Technical/Executive Assistant , ARAB Contractors Nigeria

Mar 2014- TILL DATE.

- Skillfully managed administrative responsibilities for the welfare of 12 expatriates including: maintenance issues, Cerpac preparation, facility management, handling of confidential information and reports.
- Administered system updates and security updates and upgrades for workstations, laptops and servers in over 50 contracted facilities.
- Provided support to Departmental Heads by preparation and compilation of designs, tender and technical documents/reports.
- Maintained cost and schedules associated with quarry materials with 98% accuracy.

State Coordinator/ Product Designer, STARNET Technologies Ltd (Intern)

Oct,2020 TILL DATE

- Coordinating with help-desk and other teams in providing technical support by over 50% for system Performance and note any abnormalities.
- Providing support to the product Team by building internal tools with standard HTML/CSS tools by 60% to produce responsive and interactive websites.
- Created and delivered a highly-praised presentation for external relations stakeholders.
- Maximize productivity rated by proactively providing feedback on operational concerns and product issues.
- Identifying problems uncovered by customer feedback to resolve conflicts, testing, correcting, prioritizing needs, developing content criteria.
- Developing predefined and built in functions and integration with excel for automation of correspondences and Income and expenditure calculation.

Admin Manager/Customer Care, *Daily Times of Nigeria****April 2012 – Jan 2013***

- Worked as an interface to ensure synergy between client and the company.
- Liaised with the head of various units in facilitating and follow-up to expedite business contractors with current and prospective clients.
- Identified and maximized sales opportunities and increased customer retention rates.
- Project achievement of Miss Nigeria beauty pageant, Nigeria centenary project and Turkish exhibition.
- Helped to increase customer return rates by providing excellent 300 weekly customer service inquiries via phone, email and chat.
- Trained four employees on CRM tools, Zendesk, Zapier, Hubspot
- Achieve 97% high sales via customer satisfaction rating goals by forecasting annual sales quotas and projecting expected sales volume for existing and new products.

Marketing Officer ,First City Monument Bank**August 2011-February 2012**

- Helped conducting market research, analyzing customer data, and identifying opportunities and closing in accounts achieving target plan for consecutive months.
- Built strong relationships with customers by understanding their needs and preferences and providing personalized service.

VOLUNTEER WORK

- State Coordinator for peacekeeping , Commonwealth through Kukar Foundation 02-2023 till date

SKILLS AND COMPETENCIES

Troubleshooting, Collaboration & Teamwork, Excellent Customer Service, keen on details, Microsoft Office Tools, Clickup, Hubspot, Zapier, Figma, Adobe Premiere pro, Canva, Coreldraw, HTML, CSS, Wordpress, Creativity and Innovation, SEO and Google Analytics.

PROFESSIONAL TRAINING / COURSES

- | | |
|---|---|
| ● UI/UX Design | - Glim Look |
| ● Virtual Assistant | - ALX |
| ● Digital Marketing | - Google Digital Garage |
| ● Innovation and Design | - University of Sydney Australia (Cousera). |
| ● Wordpress Hosting and Domain | - Cousera & Sidehustle |
| ● Customer Service, through chat & Text | - (linkedin) |
| ● Customer Service Problem Solving & Troubleshooting (Linkedin) | - (linkedin) |
| ● Smart Thinking overcoming complexity | - (linkedin) |
| ● Certificate of Participation Nigeria Tech EcoSystem | - Nigeria Communication Commission |
| ● 200 designs with Canva Certificate. | - Canva Recognition Program |
| ● Graduate Member | - Nigeria Institute of Management (NIM) |

AWARDS

- 1st and Best student in 2019/2020 Microsoft runner-up for NWT Hackaton (Nigerian Women Techstars)., Developed an e-learning website for kids using HTML, CSS & JAVASCRIPT.
- Most efficient person of the year award STARNET Technologies - Developed an automated document filing system, income & statement expense in excel sheet
- Worked closely with other departments, such as product development, sales, and customer service, to ensure that marketing initiatives are aligned with overall business objectives and customer needs.

REFERENCES

Based on request