

# OKONICHA MICHELLE ONYEBUCHI

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Goodnews Community, Therannex  
Beside Golden Park Estate,  
Sango-Tedo,  
Ajah, Lagos State  
Female | Nigerian | Single

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## CAREER OBJECTIVE

A motivated, astute and adaptable optimist with excellent client and project management skills. Action-oriented with great communication skills supported by advancing technologies targeted at executive and business audiences. Self-motivate and follow due process in order to continually achieve business and career objectives at the highest level in a perfectionist manner.

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## CORE COMPETENCES

- Interpersonal communication skills
- Fluency in the English language
- Creative thinker
- Tenacity
- Great work ethics
- Pay attention to details.
- Good listener
- Ability to work effectively in a group
- Problem solving skills
- Leadership skills
- Analytical skills
- Professional telephone demeanour

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## WORK EXPERIENCE

APEX FOODS- NIGERIA.

Operations Intern (Volunteer)

2007– 2018

- *Working to Oversee the affairs of the business*
- *In charge of daily expenditures*
- *Balancing of cash flow weekly*
- *Finance management*

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TWINSTAR INDUSTRIES LIMITED- NIGERIA.

Customer service officer (National youth service corps)

2019– 2020

- *Make calls to customers and prospective.*
- *Attend to customers complaints, orders and suggestions*

- *Make samples for customers*
  - *Plan the dispatch of goods daily*
  - *Ensure that customers stay*
  - *Make sure to find out why a customer left.*
  - *Receive calls from inquirers.*
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**EUCHOMES AND RITELAND LIMITED- NIGERIA.**

**Content Developer and Digital Marketing Manager**

May 2020–August 2020

- *Online customer representation*
  - *Supervise all banners and fliers production*
  - *Advertize the company onl.ine*
  - *Attract sales*
  - *Write all company's content both copies and contents*
  - *Answer all customer queries, complaints, suggestions and inquiries*
  - *In-charge of company's whatsapp platform*
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**TWINSTAR INDUSTRIES LIMITED- NIGERIA**

**Executive Assistant to CEO**

September 2020- November 2020

- *Supervise software development projects*
  - *Review applications and websites*
  - *Attend all board and executive meetings*
  - *Schedule all executive meetings*
  - *Right- hand person of the CEO*
  - *Carry-out operational activities*
  - *Stands in CEOs shoes*
  - *Meets clients to negotiate and elaborate company's structure*
  - *Act as wordpress support*
  - *Manages some products as well as projects*
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**TWINSTAR INDUSTRIES LIMITED - NIGERIA**  
**Operations Support Specialist**  
**December 2020**

- *Analyze root causes of operational malfunctions and provide resolutions*
- *Manage job calendars and flows to ensure timely completion*
- *Monitor all products for problems, taking immediate action where possible and escalating when required*
- *Interact with clients, resolve problems and provide information*
- *Resolve and close issue requests and incidents to ensure high customer satisfaction and positive support outcomes*
- *Ensures clients know the current status of their individual problems, by providing updated communications to include estimated timelines of resolution, escalation and other pertinent information*
- *Contribute to client meetings and report on issue status*
- *Work with colleagues to ensure clients continuously perceive the company to have world-class service delivery*
- *Excellent understanding of client's idea and obsessive attention to details*
- *Evaluate current operational processes and recommend improvements*
- *Work closely with peers on the marketing and sales teams to provide operational support and ensure alignment.*

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**Copywriting gigs**

May 2020 TILL DATE

September 2020 – November 2020

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**EDUCATION**

<b>University of Nigeria, Nsukka</b> - Nigeria	
B.Sc in Microbiology and Biochemistry	2018
<b>Filkom Secondary School</b> —Ondo State, Nigeria	
Secondary Education (O' Level)	2012
<b>Adieze Brains School</b> — Nigeria	
Primary Education	2006

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**CERTIFICATIONS AND AWARDS**

• Great Executive Assistants	2020
• Google Digital Marketing Course (Certified Digital marketing)	2019
• Quantic School of Business and Technology (Certificate in customer discovery)	2020
• Alison online (Diploma in communications)	2020
• Toastmaster Public Speaking Training (Toastmaster)	2019
• Alison.com Project Management (Project Manager certified)	2019

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## SKILLS

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- Wordpress website builder
- Wordpress support
- Atlassian user
- Software Inspection
- Customer software support from backend
- Communication strategy
- Organization and detailing
- Microsoft word
- Microsoft excel
- Power-point
- Sap design
- Programming
- Copywriting
- Digital marketing
- Customer relations

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## ACHIEVEMENTS

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- Founder of Validreams: A Young-people Oriented Initiative
- Anchor: 'The Blessings of a job loss' Book Launch July 2020
- Anchor: Nccf Send-off Ceremonies 2019
- Most outstanding upcoming Ikeja toastmaster: July 2019 diet
- Hall fellowship leader: Redeemed Christian Fellowship 2014- 2017
- Chief librarian- Redeemed Christian Fellowship, University of Nigeria, Nsukka 2015-2017
- Leader's choice committee- Redeemed Christian Fellowship, University of Nigeria, Nsukka 2017

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## INTERESTS

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Public and motivational speaking, writing, Reading, Adventures and Exploration.

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## REFERENCES

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Available on demand