

# KOSISOCHUKWU EVELYN NWONU

Administrative Executive | Business Support Champion | UI/UX Designer | Content Creator | Prolific Writer  
Address: Lagos, Nigeria | Contact Number: +2348137852084 | Email Address:  
evelynkosi4real@gmail.com

| BA | HRM | PMP |

## | CAREER SUMMARY |

A value enabler and dynamic graduate of English and Literary Studies, with skills in Project Management, Corporate Administration, Customer Relationship Management, Human Resource Management and Business Support Solution. My blended experience has given me broader perspective and the fresh insight in effective communication, project management, stakeholders' engagement, while providing business support solution. This improved customer satisfaction, improved business processes and impacted organizational profitability.

With a blend of technical, technological and conceptual skills, Evelyn desires to work with a team where she can leverage her skills to contribute towards the achievement of corporate objectives.

## | CORE SKILLS & COMPETENCIES |

- |                            |                                    |                                    |
|----------------------------|------------------------------------|------------------------------------|
| • Corporate Administration | • Human Resource Management        | • UI/UX Design & Conceptualization |
| • Customer Experience Mgt. | • Digital Content Creation         | • MS Suits and Digital Literacy    |
| • Project Management       | • Effective Communication          | • Creativity and Problem Solving   |
| • Frontend Development     | • Office Administration & Planning | • Program Management & Planning    |

## | CAREER EXPERIENCE |

### UNION BANK OF NIGERIA, LAGOS | Contact Centre Agent | April 2023 – Present

- . Provide customers with needed information and support via inbound and outbound call.
- . Escalate customers' complaints to the right units for resolution.
- . Send and reply emails and messages on organization's social media platforms.
- . Work closely with team leads and supervisors to ensure synergy and all-time customer satisfaction.
- . Compiling reports.

#### **FUTURE EDGE CONSULTING, LAGOS | HR/Admin Officer | Nov. 2022 – February 2023**

- Successfully assisted in managing HR/administrative functions which supported the success of business operations.
- Effectively double as the human resource and admin officer while managing HR operations to drive business efficiency.
- Professionally assisted in talent acquisition, CV sorting, posting & updating job vacancies, and interviewing candidates.
- Provides administrative support in planning monthly HR calendar which assisting consultants during project execution.
- Ensure that all material supplies and consumables required to sustain office operations are always readily available.
- Successfully designed proposals, graphics and posted on the company's LinkedIn pages as well as social media pages.

#### **COMMUNITY SECONDARY SCHOOL, IBIAKU ITAM, AKWA IBOM | Teacher/ Administrator | Nov. 2021 – Oct. 2022**

Professionally undertook administrative functions, supporting the head of school in managing school administration.

- Successfully coordinated and assisted in managing the activities of all corps members posted in the school.
- Effectively evaluated performance of students through tests, exams, and other assessment models to drive learning.
- Ensured the use of Positive Reinforcement to redirect poor behaviors among students and drive comprehension.
- Developed learners-friendly course materials and leveraged the Montessori teaching techniques to drive learning.

#### **U-VICK PACESETTERS ACADEMY, ABAKALIKI, EBONYI STATE | Class Teacher/Administrator | April 2021 – Sept. 2021**

- Effectively managed the teaching and learning experience of students, which helped increase students' retention.
- Monitored students' performance and coached poorly performing students to ensure increased learning.
- Carefully analyzed and appraised students' performance and discovered creative ways of helping drive learning.
- Prepared lesson notes and other learning aids, which helped increase students' engagement and participation.

### **| PROFESSIONAL TRAININGS AND CERTIFICATION |**

- **ASPIRE INSTITUTE, UNITED KINGDOM** | Online Leadership Course | 2023
- **PROJECT MANAGEMENT INSTITUTE (PMI), UNITED KINGDOM** | Project Management Program | 2022
- **NOVELLE CENTRE, NIGERIA** | Health, Safety and Environment (HSE) 1 & 2 | 2022
- **NOVELLE CENTRE, NIGERIA** | Human Resource Management Training | 2022

### **| AWARDS AND HONORS |**

- **PRESCO OLD STUDENTS' ASSOCIATION (POSA)** | Best Graduating Student Award | August 2022
- **DEPARTMENT OF ENGLISH & LITERARY STUDIES, ALEX EKWUEME FEDERAL UNIVERSITY** | Best Graduating Student in English & Literary Studies, 2019/2020 Session | 2021
- **DEPARTMENT OF ENGLISH & LITERARY STUDIES, ALEX EKWUEME FEDERAL UNIVERSITY** | Best Student in Introduction to Gender Studies (ENG 312), 2019/2022 Session | 2021
- **DEPARTMENT OF ENGLISH & LITERARY STUDIES, ALEX EKWUEME FEDERAL UNIVERSITY** | 2nd Position in the Students Poetry Category, Creative Writing Competition | 2019

## | EDUCATIONAL QUALIFICATION |

- **ALEX EKWUEME FEDERAL UNIVERSITY, EBONYI STATE** | B.A. English and Literary Studies | 2021
- **ABAKALIKI HIGH SCHOOL (PRESCO)** | West African School Certificate Examination | 2015

## | PUBLICATIONS |

- Nwonu, Kosisochukwu. *When Tables Turn*. Enugu: Tink Graphics Publishing, 2022.
- ... "One Man's Meat." *Tolerance and Other Poems*, edited by G.M.T. Emezue, Akachi Adimora-Ezeigbo, John Otu, Obinna Ibezim, Onyebuchi Nwosu, Ama Agwu, Blessing Okay, Vol 1, AE-FUNAI Press, 2019, p. 19.
- ... "Nature's Emblem." *Tolerance and Other Poems*, edited by G.M.T. Emezue, Akachi Adimora-Ezeigbo, John Otu, Obinna Ibezim, Onyebuchi Nwosu, Ama Agwu, Blessing Okay, Vol 1, AE-FUNAI Press, 2019, p. 24.
- ... "Peace Breaker." *Metaphor for Happiness & Other Stories*, edited by G.M.T. Emezue, Akachi Adimora-Ezeigbo, Evelyn N. Urama, Uchechukwu E. Mary, vol. 1, AE-FUNAI Press, 2019, pp. 152- 167

## | HOBBIES AND INTEREST |

Meeting People | Travelling | Art | Graphic Design | Creative Writing