OGECHI OFFORDILE

 **Enugu, Nigeria**  **offorvivian5@gmail.com**  **+234 8129444479**

# EXECUTIVE SUMMARY

An office administrator with strong project management skills, excellent customer service abilities, keen attention to detail, and superb communication skills. Analytical by nature, I am dedicated to achieving outstanding results by effectively managing resources and time, solving problems efficiently, and aligning my interests with those of the organization.

# Core skills

 Positive attitude towards work and learning

 Ability to work in a team

 Customer Service

 Analytical Skills

 Proficiency in English

 Attention to Detail

 Microsoft Office Proficiency

 Commitment to Growth and Development

 Experience in Building Client Relationships

 Active Listening

 Data Visualization

 Adaptability

|  |  |
| --- | --- |
| **Education and Certifications**  **Higher National Diploma (HND) in Taxation**  Federal Polytechnic Nekede, Owerri  06/2018 - 06/2021  **National Diploma (ND) in Taxation**  Federal Polytechnic Nekede, Owerri  05/2015 | |
| **Google Data Analytics**  Coursera  01/02/23 - 20/12/23    **Excel for Data Analytics**  **Coursera**  **21/01/24- 30/03/24** |  |

**EMPLOYMENT HISTORY**

**Memfys Hospital Enugu**  
**Position Held:** Front Desk Officer and Customer Service  
**Duration:** 1st June 2024 – Present  
**Responsibilities:**

1. Patient Reception: Greeting and assisting patients as they arrive at the hospital, ensuring a welcoming and efficient front desk operation.
2. Appointment Management: Scheduling and managing patient appointments, coordinating with medical staff to ensure timely and organized schedules.
3. Customer Service: Handling patient inquiries and concerns, providing information about hospital services, and ensuring a high level of patient satisfaction.
4. Administrative Support: Managing patient records, processing paperwork, and performing other administrative tasks to support the hospital’s operations.
5. Communication: Facilitating communication between patients, medical staff, and other departments within the hospital.

**Enugu State House of Assembly**  
**Position Held:** Secretary  
**Duration:** 01/03/23 – 30/05/24  
**Responsibilities:**

1. Managing Correspondence: Handling incoming and outgoing communications, such as emails, letters, and phone calls. Ensuring timely responses and proper organization of correspondence.
2. Scheduling and Coordination: Managing calendars, scheduling appointments, and coordinating meetings and events. Ensuring that schedules are organized efficiently and that all parties involved are informed.

**SWAT Continental Services LTD, Enugu**  
**Position Held:** Accountant  
**Duration:** 09/2021 - 05/2022  
**Responsibilities:**

* Developed a budgeting system to monitor spending and ensure compliance with organizational goals.
* Developed and maintained an accurate and up-to-date accounting system that tracked expenses, revenues, and profits.

**Umuchinemere Pro Credit Micro-Finance Bank, Enugu**  
**Position Held:** Cashier  
**Duration:** 01/2017 – 12/2017  
**Responsibilities:**

* Handling customer complaints calmly and professionally, resolving issues in a timely manner.
* Learning and following all store policies and procedures, resulting in fewer mistakes and improved customer service.

**INTERNSHIPS AND VOLUNTARY EXPERIENCE (NYSC)**

**Community Primary School, Afaha, Eket, Akwa Ibom**  
**Position Held:** Class Tutor  
**Duration:** 06/2022 – 05/2023  
**Responsibilities:**

* Collaborated with colleagues to develop and implement new teaching approaches that improved students’ performance.

**National Drug Law Enforcement Agency (NDLEA), Eket, Akwa Ibom State**  
**Position Held:** Volunteer  
**Duration:** 06/2022 – 05/2023  
**Responsibilities:**

* Developed and implemented a successful NDLEA recruitment and registration strategy, resulting in a 95% decrease in drug abuse engagement in Eket.
* Developed a drug abuse sensitization program that increased awareness of the harmful effects of drug abuse by 95%.

**INTERESTS**  
Traveling, Learning, Reading, Music

**REFERENCES**  
Available upon request.