

Eucharia Chinyere Kalu

Business Administrator|Management|Secretary

Global Process Improvements • Financial Management • Revenue Generation • Process Improvements
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PROFESSIONAL SUMMARY

Focused administrative professional, skilled in administrative services, customer relationship development and sales. Accomplished in providing unsurpassed support to demanding customers. I possess critical thinking, analytical and great communication skills. Ability to multitask. Seeking a placement position in an organization where my skills and knowledge can be utilized, as well as adding great value to the corporation, working with and without team to achieve the corporate goals bearing in mind the mission and vision.

PERSONAL DETAILS

- Gender: Female
- 03/09/1995

CORE SKILLS & ENDORSEMENTS

• Public Speaking	• Conflict Resolution	• Time Management
• Business Planning	• Communication Skills	• Microsoft Word
• Active Listening	• Relationship Management	• Business Development
• Customer Service	• Territory Development	• Managing Assistant
• Management	• Microsoft Office Suite	• Teamwork skills
• Administrative Skills	• Office Management	• Multitasking
• Creativity	• Delivery Reports	• Compliance

EDUCATION AND TRAINING

- Bachelor of science in Business Administration Taraba State University 2016-2021 (Second Class Upper)
- National Diploma in Business Administration and Management Nigeria Army Institute of Technology and Environmental Studies 2013-2015

WORKING EXPERIENCE

NIGERIA CUSTOMS SERVICE (NYSC EXPERIENCE)

Sept 2021-August 2022

Expenditure Officer

KEY ACHIEVEMENT

- Posting and recording of Authority to Incur Expenditure and payment vouchers
- Retirement of non-personal advance
- Preparation of adjustment voucher
- Reconciliation of errors
- Being an interrelationship between Funds unit and Audit
- Attaching of appropriate document to payment voucher
- Confirming right document used for payment application

JOS ELECTRICITY DISTRIBUTION COMPANY, MAKURDI BENUE 2015-2016

Administrative Secretary

KEY ACHIEVEMENT

- Delivered clerical support by handling range of routine and special requirements.
- Communicated effectively with staff and accepted critiques and suggestions for areas of improvements.
- Establish and maintain office files, logs, control records under the supervisory control
- Prepares and monitors timekeeping and other personnel record.
- Serve as liaison between management and staff by transmitting information, explaining appropriate work instructions and following up on assignments.
- Determine needs and orders office supplies, equipment, repair and maintenance services through agency channels.
- Read incoming correspondence and reports, screening those items that can be handled personally and forwarding the rest to management and staff.
- Adjusted job assignment and schedules to keep pace with dynamic business needs, factoring in processes, employee knowledge and customer demand at Jos Electronic Distribution Company.

ASSETIUM CAPITAL MANAGEMENT LIMITED, ABUJA September 2022 to March 2023

Customer Service intern

KEY ACHIEVEMENT

- Responding to customer questions and complaints, walking customers through the basic investment process and the products.
- Answering phones calls and responding to emails.
- Delivering information through the company's offerings. □ Responding to customers reviews.
- Engage all internal shareholders and ensuring good collaboration between all the departments to meet customers' needs.
- Ensuring disputes resolution and clients satisfaction within the agreed SLA'S and timelines.
- Follow-up on customers.

LEADERSHIP ROLES

- In charge of corp members (Account unit) NIGERIA CUSTOMS SERVICE,
- Graduate member National Association of Business Administration Students
- Member, Red Cross Society of Nigeria

REFEREES

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