

# **CHINWENDU AMARACHI EKE**

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## **Areas of Expertise**

- Microsoft Project – for project management
- Atlas.ti software - for qualitative analysis
- Laserfiche software - for document/record
- \* StarRez software - for information management
- \* Microsoft office - for work productivity
- \* Customer service software and Internet Savvy

## **WORK EXPERIENCE**

**North Texas Tollway Authority - Plano Tx - June 2021 - June 2022**

### **Customer Operations Specialist II**

- Reviewed activity reports on individual and corporate, active or delinquent accounts with the aim of identifying errors associated with data entry and processing inconsistencies.
- Clerical and administrative support to aid day-to-day business activities within the department.
- Optimized processes and managed customer requests, thereby improving overall client satisfaction by 20%.
- Facilitated accounts opening, information gathering, making account changes, and processing requests as necessary.
- Processed correspondence by emails and phone calls as well as other requests for information and assistance.
- Conducted research and reviewed team performance data in order to identify and propose improvement strategies
- Processed 30-40 daily card payments directed toward specific service, account or department by verifying information for accuracy and reviewing images generated.
- Handled high work volumes and managed an average of 50 customer accounts daily.

**Texas A&M University – Commerce (Texas, USA)**

**2019 – 2021**

### **Graduate Research Assistant**

- Facilitated the preparation of presentations for national conferences and attended research presentations as required.
- Followed through with stages in the development of manuscripts suitable for submission to research journal publishers.
- Facilitated the electronic or mail submission of research articles.
- Coordinated the development of research grant proposals with my supervisor's permission and followed up to ensure approval.
- Assisted professors in the Department of Sociology and Criminal Justice in writing literature review, data entry, and data compilation as required in their research projects.
- Provided support for the completion of academic projects including paper editing.

**Main Residential Living and Learning Office (Texas, USA)**

**2018 – 2019**

### **Customer Service Assistant**

- 1) Provided quality customer service to students, staff, and visitors, including answering questions and providing sources through the following:
  - Greeted everyone that came into the facility and attended to their needs.
  - Answered incoming calls for and referred callers to the appropriate staff when needed.
  - Walked students through applications for housing, meal plans and other processes required for their smooth stay.

- Provided accurate information to student residents and parents regarding their safety in the halls.
  - Presented a good image of the university by means of a tidy appearance, a pleasant and helpful disposition, a positive attitude and responsive action.
- 2) Maintained accurate notes on all telephone and walk-in inquiries/incidents in students' files using StarRez software.
  - 3) Provided extensive on-the-job training to newly hired customer service representatives.
  - 4) Assisted the Associate Director of Business Operations, Coordinator of Housing System, Coordinator of Assignments & Contracts and Assistant Director of Marketing with administrative tasks assigned.
  - 5) Used Laserfiche software to scan large volumes of student records for appropriate filing and retrieval.

**Eden Solutions and Resources Limited (Abuja, Nigeria)**

**2017 – 2018**

**Human Resource Assistant**

- Provided recruitment services to client beneficiaries under the World Bank SME Scheme, and the Growth and Employment (GEM) program.
- Scheduled and conducted interviews, evaluated and recommended successful applicants to the clients and followed through with the entire hiring process.
- Monitored and supervised roles of recruited employees for business clients to ensure improved performance.
- Prepared reports on achievements and progress of the scheme on business operations, using clients' dashboards as provided by the World Bank for all SME beneficiaries.
- Assisted in data generation, data entry and management of customer accounts.

**SheltercareFM Consult (Abuja, Nigeria)**

**2014 – 2016**

**Administrative Assistant**

- Provided administrative and logistic support to directors on official assignment, applicants on interview schedule, and employees attending conferences.
- Oversaw recruitment process of new hires to ensure hitch-free Onboarding and follow through to employee confirmation.
- Monitored employee performances using performance scorecard that improved performance by 30%
- Prepared monthly payroll of employees to ensure timely payment of salaries.
- Maintained an up-to-date filing system in the organization and ensured employee data privacy.

**SheltercareFM Consult (Abuja, Nigeria)**

**2013 - 2014**

**Research Assistant**

- Reviewed literature on sustainable facility management that aided completion of organization's research projects.
- Assisted with editing of research papers and managed correspondence related to the research project.
- Prepared PowerPoint presentations and ensured on-time delivery of the papers.
- Helped organize training on Sustainable Facility Management championed by IFMA USA.
- Met and attended meetings with supervisors to discuss progress of the research.
- Performed other duties assigned by supervisors to aid research completion.

**EDUCATION - TEXAS A&M University-Commerce**

**Masters in Management, Major**

**Graduate Certificate in Operational Excellence**

**2018-2021**

**2020-2021**

**BS Human Resources Management**

Bells University of Technology

**2009-2013**

**CERTIFICATIONS**

- Distinction in Professional Learning Certificate -**2021**
- Lean Six Sigma - green belt - **2020**
- SAP (Enterprise Resource Planning certificate) - **2019**
- Personal development certificate from NSLS  
(ΣΑΠ) – **2019**