**Ijeoma Favour Esi**

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**Owerri, Imo State, Nigeria.**

**PROFESSIONAL SUMMARY**

Experienced human resource manager focused on developing efficient processes using knowledge of recruiting, employee relations, training and development and auditing. Highly qualified and well-established in administrative environments and are fast-paced and challenging.

**CAREER SUMMARY**

**Personal Assistant**  Dec 2022 – present

Barrister Emeka Okoroafor (Abia State House of Assembly)

* Acting as the first point of contact: dealing with correspondence and phone calls.
* Managing diaries and organising meetings and appointments.
* Booking and arranging travel, transport and accommodation.
* Organising events and conferences.
* Reminding manager of important tasks and deadlines.
* Typing, compiling and preparing reports, presentations and correspondence.
* Implementing and maintain procedures/administrative systems.
* Conducting research on behalf of manager.

**Auditor** Jun 2020 - Nov 2021

Gold Crown Hotel Owerri, Imo State

* Process invoices, post checks to vendors and distribute employee checks.
* Respond to guest complaints, requests and emergencies.
* Reconcile all accounts in a timely manner.
* Verify that all EOD work has been performed by other departments.
* Schedule guest wake-up calls and reservations for the following day.
* Respond to guest inquiries, concerns and complaints as needed.
* Answer phones and place reservations
* Greet guests upon arrival, check them in and provide them with any information they need to enjoy their stay
* Reviews each transaction to ensure the funds have been transferred to the hotel coffers from [credit card](https://www.smartcapitalmind.com/what-is-a-credit-card.htm) and debit card transactions.
* Post the daily room and tax rate on each guest’s tab.

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**Sales Receptionist/Cashier** Feb 2019 - Feb 2020

Stanley & Co. Electrical/Electronic Company, Abia State, Nigeria

* Maintain daily records of all dealership payment transactions.
* Cashier will receive and process all cash and credit card payments from customers.
* Answer service department telephone, be courteous and helpful to all customers and obtain immediate assistance for situations needing service management.
* Assist with any other administrative duties as needed (reporting, record keeping).
* Maintain a level of personal appearance consistent with the standards set by the dealership.
* Greets service customers and determines the nature of their visit

**Secretary/Editor** Mar 2018 - Oct 2018

Radio Nigeria Enugu, Enugu State, Nigeria

* Read content and correct spelling, punctuation, and grammatical errors.
* Rewrite text to make it easier for readers to understand.
* Verify facts cited in material for publication.
* Evaluate submissions from writers to decide what to publish.
* Work with writers to help their ideas and stories succeed.
* Develop story and content ideas according to the publication’s style and editorial policy

**Office Assistant** Mar 2017 - Jan 2018

Customary Court Abia State, Nigeria

* Organize office and assist associates in ways that optimize procedures.
* Sort and distribute communications in a timely manner.
* Create and update records ensuring accuracy and validity of information.
* Schedule and plan meetings and appointments.
* Resolve office-related malfunctions and respond to requests or issues.
* Coordinate with other departments to ensure compliance with established policies.
* Perform receptionist duties when needed.

**Secretary** Apr 2016 - Mar 2017

Kalu & Co. Chamber Abia State, Nigeria

* Review of all incoming mail and disseminate the mail accordingly.
* In-charge of travel and meeting arrangements, and disseminate this information.
* Preparation of documents that the Counsel need to take to meetings or to court.
* Processing of information provided by attorneys or clients from handwritten or electronic drafts or dictation.
* Making sure that the quality of work is complete and of high calibre at all times.
* Provide valuable information when answering and screening of telephone calls. Answer or direct other internal inquiries.

**EDUCATION**

**Degree (B.L. Law)** 2021-2022

Nigerian Law School, Kano State.

**Diploma (Basic Computer Knowledge)** 2020-2021

APTECH Computer Education Owerri, Imo State.

**Degree (L.L.B. Law)** 2014-2019

Abia State University, Uturu, Abia State.

**Degree (B.Sc Mass Communication)** 2012-2016

Abia State University, Uturu, Abia State.

**College** 2006-2012

St. Margaret's convent umuariam Obowo, Imo State.

**High school** 2000-2006

Assumpta international nursery and primary school, Imo State.

**SKILLS**

* Expert in achieving high levels of multi-tasking by remaining focused and goal-oriented.
* Ability to disseminate detailed concepts into understandable ideas in both written and verbal communication.
* Efficient communication skills for discussing projects at all levels, with the ability to clearly articulate the work, issues and challenges
* Can maintain a professional attitude with peers, co-workers and clients at all times
* Tech savvy, with the ability to apply Microsoft Office tools.
* Focused and driven to always meet deadlines and targets required.
* Problem-solving skills; identifying problems, proposing solutions, choosing the best one and implementing it.
* Research skills; ability to find and use the right resources, dig deep enough to extract data and find useful information.
* Critical-thinking skills; ability to think critically to identify all the pros and cons of different avenues decided to take by individual or firm.

**PROFESSIONAL CREDENTIALS**

* Call to Bar Certificate (B.L).

**VOLUNTEER WORK**

**Charity** Dec 2016 - Dec 2016

Umunneochi Widow Association, Abia State, Nigeria

* Organised meetings and distributed gifts and items to widows in Umunneochi autonomous community in Abia State, Nigeria

**Voluntary co-fundraiser** Oct 2015 - Nov 2015

Umunneochi Autonomous Community, Abia State, Nigeria

* Co-organizer in a successful fundraising activity aimed at construction and development of pipe borne water in the rural community of umunneochi in Abia State.

**Charity Visit** Apr 2015 - May 2015

UMUAHIA MOTHERLESS HOME, Abia State, Nigeria

* Planned and organized a successful 3 day charity visit to Umuahia motherless home to support children there.