

Chinyere Nwachukwu

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Professional Objective:

Results-driven procurement practitioner with a proven track record of effectively managing cost and budgets for purchases. Skilled in developing and nurturing strong relationships with vendors/suppliers to ensure seamless procurement processes, providing exceptional customer experiences, and maintaining smooth office operations. Seeking a role that encompasses procurement, customer service, and office administration, where I can leverage my expertise in decision-making, record keeping, and supplier management to contribute to organizational success in a fast-paced environment.

Professional Experience:

Procurement Officer

GWX Logistics, Lagos

Dec. 2021 - Present

- Cultivate and nurture relationships with vendors/suppliers through effective communication and collaboration, resulting in enhanced procurement efficiency and reliability.
- Implement robust systems for the meticulous documentation and maintenance of purchase records, pricing data, and other pertinent information, ensuring transparency and accountability in procurement activities.
- Conduct comprehensive reviews and analyses of vendors/suppliers, supply options, and pricing structures, leveraging insights to inform strategic procurement decisions and drive cost savings initiatives.
- Negotiate favorable terms and conditions for pricing and supply contracts, securing optimal value propositions while upholding quality standards and contractual obligations.
- Ensure the integrity and quality of procured products and supplies through rigorous quality assurance measures, safeguarding against potential risks and liabilities.
- Maintain and update a comprehensive database via MS Office, ERP and Google Sheets, of suppliers, including their qualifications, delivery times, thereby, facilitating informed decision-making and supplier relationship management.
- Prepare and execute procurement strategies in adherence to company policies and procedures, ensuring compliance with regulatory requirements and industry best practices.
- Evaluate products and services for purchase, considering factors such as quality, pricing, and suitability for organizational needs.

Customer Service Quality Analyst

GWX Logistics, Lagos

Aug. 2020 – Nov 2021

- Successfully managed complex customer issues and complaints, ensuring swift resolution and heightened satisfaction.
- Analyzed customer feedback and satisfaction surveys to discern emerging trends and recommend actionable improvements.

- Developed and maintained comprehensive dashboards to present results and propose targeted action plans.

Customer Service Representative

GWX Logistics, Lagos

Feb. 2020 - Jun. 2020

- Provided prompt and effective customer support, resolving inquiries and issues in a timely manner.
- Maintained accurate customer databases and facilitated proactive communication to enhance customer engagement.

Administrative Assistant

Greater Washington Limited, Nigeria

Jan. 2019 - Jun. 2019

- Facilitated seamless communications and administrative processes, including quote and invoice preparation, appointment scheduling, and file management.
- Contributed to the organization's marketing endeavors by assisting in the coordination of events and trade fairs.

Education / Certifications:

Procurement Management Certification, (CPM in view) Udemy, 2024.

Bachelor of Arts (Performing Arts), Olabisi Onabanjo University (O.O.U), 2012

Social Media Strategy Training and Certification, HP LIFE, 2023

Six Sigma Yellow Belt Certificate, VMEdU Inc, 2020

Diploma in Desktop Publishing, Scientific Information Limited, Nigeria, 2005

Diploma in Data and Office Management, Scientific Information Limited, 2004

Key Skills:

Proficient in vendor/supplier relationship management

Skilled in negotiation and contract management

Experienced in inventory management and meticulous record-keeping

Knowledgeable in procurement policies and procedures compliance