

IFEANACHO CHIAMAKA VICTORY

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PROFESSIONAL SUMMARY

Hardworking and focused Administrative/HR professional offering excellent communication, planning and prioritization skills demonstrated through almost 3 years of performance. Skilled at drafting reports and business correspondence, managing mail and updating tracking spreadsheets. Exceptional leadership skills with expertise in streamlining workflow to optimize personnel strengths.

SKILLS

- Documentation and control
- New employee orientations
- Database coordination
- Administrative management
- Training and Development
- Relationship building
- Workflow planning
- Appointment Scheduling
- Business operations knowledge

WORK HISTORY

Administrative Officer

Scan Bureau Support Services Ltd

No 64 Raufiu Williams Crescent, off Adelabu, Surulere, Lagos

March 2020 - Present

Responsibilities

- Managed files and records for clients and adhered to safety procedures to prevent data misuse.
- Monitored inventory activities, including ordering and requisitions, stocking and shipment receiving.

- Established efficient workflow processes, monitored daily project progress / productivity.
- Partially supervised laborers on different task and disbursed wages to them
- Aggregated and analyzed data related to administrative costs to prepare budgets for corporate management.

Contact Centre Agent

GTBank

Central Processing Centre Ikate, Lekki, Lagos

November 2019 – February 2020

Responsibilities

- Assisted 95 customers in average 7 hours daily by answering questions, responding to inquiries and handling telephone requests.
- Analyzed and escalated complaints, issues and grievances to designated departments for investigation and response.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of services and creating welcoming, positive experiences.
- Suggesting additional services to customers and inquire about needs or concerns.
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Established and fostered strong customer relationships through application of excellent interpersonal skills.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.

Front desk

MultiChoice Nigeria

No 7 Olosa Street, Victoria Island Lagos

January 2019 – November 2019

Responsibilities

- Directed incoming calls to internal personnel and departments, routing to best-qualified department.
- Drafted professional memos, letters and marketing copy to support business objectives and growth.
- Supported various administrative duties by proofreading, transcribing and invoicing.

- Kept records in Excel to maintain data by entering and updating information.
 - Answered incoming calls daily to resolve enquiries and issues and schedule appointments.
 - Aggregated and prepared documentation and reports for office meetings, distribution and filing.
 - Prepared files for shipment, pickup and courier services for prompt delivery to customers.
 - Maintained building security by monitoring logbook and issuing visitor badges.
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Marketer (NYSC)

Rethink HR

18 Esomo Close, Opebi, Ikeja, Lagos

September 2018 – July 2019

Responsibilities

- Managed relationships with key industry partners and implemented promotional initiatives to maximize marketing program performance.
- Developed and implemented targeted digital strategy to improve business performance.
- Capitalized on industry and marketplace trends to strategize solutions and enhance business operations.

EDUCATION

2020 University Of Lagos, Advanced Professional Diploma

Human Resources Management

2019 Harvard Manage Mentor

Customer Focus

2017 University of Port Harcourt, B.Sc.

Management

REFEREES

Available on request.