

IDE, Ekaette Okon

Ajao Estate Ikeja, Lagos.

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CAREER SUMMARY

Self-motivated achiever with strategic influencing skills. My skills cut across operations management, customer relationship, communication and business development with demonstrated ability to develop detailed, user-friendly reports. Strong and flexible team player with exceptional analytical and communication skills.

AREA OF EXPERTISE/ COMPETENCIES

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| • Project management | • Good knowledge of Microsoft office packages. |
| • Show genuine respect for others | • Highly proactive and swift learner |
| • Display integrity and sound ethics | • Excellent communication skills |
| • Relationship building | • Ability to work in a multicultural environment |
| • Excellent Strategic Skills | |
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PROFESSIONAL EXPERIENCE

Cardinal Security Services Limited , Lekki

April 2021 till date

Business Development Manager

- Oversee, coordinate and supervise all sales and marketing activities
- Develop and negotiate contracts to close out business deals.
- Protect organization's value by keeping information confidential.
- Interface with existing customers to solidify mutual expectations of performance and growth.
- Define and follow-up of targets and objectives.
- Develop business sales and marketing strategy.
- Develop monthly budget for running of departmental operations
- Recommend and implement process improvements.
- Prepare reports on teams' performance and provide comprehensive in-depth analysis on savings secured and potential saving forecast and budgets

Cardinal Security Services Limited , Lekki

July 2020 – April 2021

Security Advisor/Quality Assurance Specialist (Northern/Western Nigeria)

- Ensure compliance with ISO standards across the entire business processes in the region
- Design and deliver trainings where applicable
- Communicate ISO updates and changes to the entire business for adequate upgrade
- Conduct and evaluate security risk assessment
- Coordinate and liaise with all contract managers within the regions
- Communicate security advisories and updates to clients on weekly basis
- Ensure implementation of clients' policy with respect to site security operations
- Oversee security operations, control budget, monitor expenses and document processes
- Knowledge of control room operations and journey management.

Cardinal Security Services Limited , Lekki
Corporate Safety/Quality Specialist

Aug 2019 – June 2020

- Conducts daily safety inspections in the workplace and on vehicles assigned for task
- Record and analyze incidents recorded
- Analyze safety metrics to monitor employees' level of safety awareness and engagement
- Forward issues (accidents, near misses and hazard spots) received to appropriate support
- Carry out safety/security risk assessment for both internal and external clients
- Conduct HSE meetings, induction, toolbox talks and calling additional meetings to address special situations
- Prepare reports on occurrences and provide statistical information to upper management

Nigerian Bottling Company Limited, Iddo, Ebutte- Metta
Quality & Safety Officer – Quality and Sustainability Dept.

Jan 2017 – Sept 2018

- Collate and investigate safety issues and concerns received from plants and depots across Nigeria
- Facilitate toolbox talk and coordinate safety representatives prep meetings
- Receive all safety complaints from all CCHBC locations in Nigeria
- Analyze safety metrics to monitor employees' level of safety awareness and engagement
- Conduct Job Hazard Analysis (JHA)
- Follow up on Corrective Action Plan (CAP) to ensure closure
- Dissemination of data in a timely manner to relevant personnel
- Reporting, Documentation and Record Keeping

Rev Food and Beverages Limited, Ikeja (Start Up)
Assistant Brand Manager – Media and Communications Dept.

Jan 2016 – Dec 2016

- Responsible for branding of all products from formulation and development stages through sales
- Manage advertising and brand promotional activities
- Assist in overseeing company's branding projects
- Communicate new brands to both existing and new clients
- Develop comprehensive and detailed PR strategies through conventional and digital media
- Communicate company's success stories, visions and values to clients

Rev Food and Beverages Limited, Ikeja (Start Up)
Customer Relationship Supervisor - Media and Communications Dept.

Jan 2015 – Dec 2015

- Facilitate training between sales and marketing team for quality customer relationship
- Daily review of consumer complaints mail box
- Skillful management of consumer complaints to prevent escalation of incidents as well as protect organization image
- Analyze customer feedback reports for service improvement
- Arrange merited consultative meeting between clients and company to resolve all sensitive cases.

Nigerian Bottling Company Limited, Ikeja Plant, Agidingbi
Customer Care Representative – Public Affairs and Communication Dept.

March 2014 – July 2014

- Answering both inbound and outbound calls
- Updating and maintaining all call logs and reports
- Providing information about product and services
- Evaluating problems of the customers and providing lasting solution
- Processing and referring information obtained to appropriate support
- Ensuring feedback from the customer to further improve the customer services

National Agency for Food and Drug Administration and Control (NAFDAC) Dec 2011– Nov 2012
Regulatory Officer - Consumer Affairs and Advertisement Unit (National Primary Assignment)

- Providing superior meet-and-greet services daily to customers/clients and assisted them with any of their inquiries, issues and concerns
- Providing oversights daily on advertisements specifically on NAFDAC-regulated products
- Reviewing of advert communication claims and issuance of compliance directive where necessary
- Preparing monthly reports according to the business needs
- Participate in weekly and monthly product approval meeting
- Knowledge of product registration requirements and regulatory standard

EDUCATION

B.Sc Food Science and Technology

University Of Uyo, Uyo - 2011

West Africa Senior Secondary Examination

Holy Child Girls Secondary School, Ikot Ekpene - 2002

First School Leaving Certificate

Holy Child Nursery/ Primary School, Ikot Ekpene - 1996

ACCOMPLISHMENTS AND AWARDS

- **Project Team Lead** – Coordinate deployment of 90 unarmed security guards to a new client location at Trans Amadi, PHC, Rivers State (New Contract Execution) – August 2020
- **Project Team Lead** – Implementation of Risk Assessment Recommendations- Jan 2020
- **Project Team Lead** - Development of company's website and product launch (Rev Foods) – Feb 2016
- **Award of Excellence**, employee of the month (Rev Foods and Beverages Limited)- March 2016
- **Award of Excellence**, WINNER Niger delta youth competition (Cross River Branch)- April 2011

TRAINING AND CERTIFICATIONS

- Critical thinking for better judgement and decision making – LinkedIn Learning June 2021
- Project Management Foundation; Risk – LinkedIn Learning -April 2021
- Health, Safety and Environment 1,2&3 – May 2017

ADDITIONAL WORK EXPERIENCE

- Training Facilitator - HSE training for NSITF Staff - Lagos State Branch (January 2019)
- Content Editor/Report Writing
- Prepare quotations and invoicing of clients (Support Role 2019 to 2020 – Cardinal Security Services Limited)
- Project management

References – Available on request