

OKAFOR, MARY ONYEKACHI

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PROFESSIONAL SUMMARY

A self-motivated, independent, and highly skilled Botany graduate with experience in providing comprehensive high-quality customer service and administrative support service. Maintain mutual growth within an organization. Dedicated to meeting client's requirements with innovative solutions that maximize efficiency and exceed capability targets. Highly ethical with the ability to adapt swiftly to a diverse work environment.

WORK EXPERIENCE

STARTIMES

Sept. 2018 – Jan. 2021

Call Center Agent

- Answer incoming calls and respond to customer's emails.
- Management and resolve customer complaints.
- Sell products and place customer orders in the computer system.
- Identify and escalate issues to supervisors.
- Provide product and service information to customers.

Uncle Effiong Foundation School

Jan. 2016 – March 2017

Accountant | Secretary

- Managed and allocated cash for daily expenses.
- Conducted monthly bank reconciliation.
- Made Confirmation of cheques to the school account.
- Custodian of cash.
- Managed the issuance of receipts to parents.

Ebigwai Nigeria Limited

Jan. 2013 – Dec. 2015

Personal Assistant

- Carried out analysis on the PH, Turbidity, color, taste, Mineral content on water, raw material, and products of the company
- Acted as the first point of contact, managed correspondence and phone calls.
- Performed market research to identify new opportunities and engaged with executives to establish strategies for pursuing those new opportunities.
- Continued tracked expenses to ensure they stayed within the proposed budget.
- Carried out monthly bank reconciliation and routine assessment of EIA reports.

SKILLS & STRENGTH

- Excellent communication with report writing and oral ability.
- Team player | Top attention to details.
- Quick learner / Analytical thinker.
- Proficient with Microsoft Office Suites.

- Flexibility and Persistence and excellent Decision-Making ability.
- Good Time Management and Problem Solving skills.

PROFESSIONAL CERTIFICATION

Health Safety & Environment **2018**

Nouvelle center, United Kingdom (UKHSE)

Digital Marketing **2020**

EDUCATION

B.Sc. Botany **2011 - 2015.**

University of Calabar, Calabar

REFEREES

Available on request