

Greg Ossai

9 Dextor Close Canterbury Kent CT2 7JB
07402347240 • 01227781455 • greg.ossai@gmail.com
Driving Licence • Car Owner

Personal Statement

A highly adaptable individual pursuing a career in business administration. Offering a range of transferable skills including administration, customer service and research, as well as a combination of strong organisational skills and the ability to work well under pressure. Seeking a suitable position in a commercial environment which will prove to be both a personal and professional challenge.

Key Skills

- Confident user of Microsoft Office, including Excel, Word and Powerpoint
- Excellent administrative skills gained from successful operation in different sectors.
- Able to work independently and with a high degree of initiative.
- Resourceful and a good problem solver; excellent communication skills.
- A quick learner with an inquisitive mind; committed to pursuing personal development.
- Customer service skills; ensuring that clients are dealt with in a professional manner.
- Skilled at dealing with suppliers, resolving issues with exemplary negotiation skills.
- Planning and managing own time and efforts to ensure optimum effectiveness.
- Well used to meeting deadlines, targets and budgets in a busy environment.
- Highly organised and methodical with an eye for accuracy and detail.
- Working to high standards of quality, confidentiality and data security.
- Good sense of humour with the ability to fit in with new situations.

Work Experience

Chi George Nigeria Limited, Family Business, Nigeria

(2006 to Present)

Sales consultant at Chi-George limited working with the management team. Duties included :

- Providing excellent customer service to our client base.
- Dealt with customer telephone enquiries on the latest products and services offered.
- Ordered and replenished inventory when required.
- Successfully achieved our profit and sales target in our second year of operation.

Team Leader, Wagamama, Canterbury

(2008 to Present)

Team leader working with the back of house managers. Duties included:

- Successful training of line chefs.
- Operating a till.
- Taking orders from suppliers and arranging suitable delivery dates.
- Giving feedback to suppliers to ensure a smoother and efficient operation.
- Ensuring that food waste was kept at an acceptable level.
- Ensuring that costs were kept at acceptable level.
- Demonstrated strong Health & Safety awareness through ensuring food preparation and handling regulations adhered.
- Provided training to new staff on service standards and menu specs to ensure consistent high levels of service delivered.

Events Support Staff, Kent County Cricket, Canterbury

(2007 to 2009)

Worked for two summers as an events support staff(hospitality) at the Kent county cricket ground.

Duties included :

- Booking tables, dealing with customer enquiries and taking care of all customer needs.

- Taking orders and ensuring on time delivery
- Demonstrated strong Health & Safety awareness through ensuring food preparation and handling regulations adhered from suppliers.
- Operating a till, serving food and drinks.
- Delivered service recovery including offering alternative options and providing discount vouchers to encourage repeat business.

Education

University of Kent, Canterbury

2008 to 20011

2.2, Bachelor of Business Administration with honours.

Modules included: international business, strategic management, operations and services management, management of human resources, financial and management accounting, marketing research and marketing analysis. During my final year I completed a project on the mobile phone industry. I found it interesting and has further increased my interest in working in that industry

University of Kent, Canterbury

2006 to 2007

Foundation programme: Computer systems engineering Pass with Distinction. This course involved object based programming with java. Gained extensive knowledge of the software aspect of programming.

CATS, Canterbury

2005 to 2005

University Foundation programme (AS level)

Subjects studied : Mathematics C, Physics C and Chemistry B.

Completed an IT training course as well.

Hobbies & Interests

I have a keen interest in football. Over the last five I have represented both my university and wagamama at 5 five aside competitions. This experience has giving me a competitive edge and has influenced my approach to work. I also have a keen interest in voluntary work, working with save the children charity. This experience was very beneficial to my development, enabling me to understand aspects of life I did not appreciate before. Finally I am also a keen aviation enthusiast.

References

References are available on request.