

POPOOLA RACHEL CHINYERE

HUMAN RESOURCES | CUSTOMER SERVICE | CLIENT RELATIONS | ADMINISTRATION | MANAGEMENT

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No 9, Goodness Estate, Oke Ira Nla Ajah, Lagos State, Nigeria.

CAREER OBJECTIVES

A self-motivated individual with a proactive and creative approach to handling tasks. Also an excellent team player with the ability to plan strategically to achieve organizational goals. Seeking opportunities that would enhance the growth of my skills, knowledge and abilities while providing excellent solutions to my organization.

SKILLS

- | | | |
|------------------------------|---------------------|---------------------------|
| • Human Resources Management | • Administration | • Customer Service |
| • Client Relations | • Marketing | • Relationship Management |
| • Customer Retention | • Negotiation | • Communications |
| • Business Development | • Digital Marketing | • Operations |

CERTIFICATION

- Crawford University: B.Sc. – Industrial Relations and Personnel Management 2019

OTHER CERTIFICATIONS AND TRAININGS

- National Youth Service Corps NYSC: Certification of National Service: 2019/2020
- Power Africa Nigeria Power Sector Program, ASPIRE: Women Leadership Development Course For The Energy Sector – November 2021
- Nigerian Energy Forum: 2021
- White Field Foundation: Entrepreneurship and Employability Training – 2022

CAREER EXPERIENCES

- Pounds Plus Hotel: Human Resources Supervisor: November 2021 – September 2022
- BB Solar: Graduate Trainee: June – October 2021
- Shaybet Services: Intern: June – September 2018

ACHIEVEMENTS AND CORE OPERATIONS AT POUNDS PLUS HOTEL

- Human Resources Management.
- Recruitment, staffing and retention.
- Employment and employee relations.

- Payroll administration.
- Compensation and benefits.
- Communicate and interpret company human resources policies and procedures.
- Work place safety.
- Creating awareness and training employees on work life balance.

ACHIEVEMENTS AND CORE OPERATIONS AT BB Solar

- Human Resources Management.
- Digital Marketing.
- Content Creation.
- Maintaining employee and department directories.
- Responding to customer service issues in a timely manner.
- Creating effective customer service procedures, policies, and standards.
- Preparing detailed reports on market findings.
- Hiring and training new customer service and marketing agents.
- Communications.
- Business Development.

ACHIEVEMENTS AND CORE OPERATIONS AT SHAYBET SERVICES AS AN INTERN

- Typed Documents.
- Directed visitors by maintaining employee and department directories.
- Monitored logbook.
- Maintained security by following procedures.
- Systematically filled important office documents.

BIO-DATA

Sex: Female

Location: Ajah | Lagos | Nigeria

Language Proficiency: English, Igbo and Yoruba

Nationality: Nigerian

Health Status: Fit

REFERENCE: AVAILABLE ON REQUEST