

# CHUKWU UJU MARY-JOAN

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## CAREER SUMMARY

An organized Business Support Professional cum Corporate Communications, offering over 5years commendable work experience, spanning across the Oil & Gas, and Market Research sectors, with diverse knowledge of generating and developing strategic communication plans and facilitating clear and transparent communication both internal and external; an excellent Customer Service Executive, with proven ability to maintain customer satisfaction and contribute to Business success, adept at establishing rapport with clients, accurately documenting customer issues and providing first class service with every interaction, demonstrates strong strategic-relationship/partnership-building skills -- listens attentively, solves problems creatively, and uses tact and diplomacy to find common ground and achieve win-win outcomes; an organized Administrative and Marketing Professional, competent at providing winning marketing strategies support to Businesses.

## FUNCTIONAL COMPETENCIES

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|-----------------------------------|-------------------------|
| • Training Administration         | Effective Communication |
| • Business communication skills   | Writing skills          |
| • Marketing Operations Management | Interpersonal Skills    |
| • Relationship Management         | Project Management      |

## PROFESSIONAL CERTIFICATION/ TRAINING

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|--|------|
| • Integrated Brand Experience (Orange Academy)                 | 2019 |
| • Marketing and Communications Certification, Berlin, Germany  | 2018 |
| • Student Membership NIMN                                      | 2018 |
| • Digital Marketing Training by Google                         | 2018 |
| • Market Research Practicalities with Versa Research           | 2018 |
| • ISO 9001:2015  | 2014 |
| • Basic Fire Fighting training                                 | 2014 |
| • Customer Service Management training                         | 2014 |
| • Certified E-CRM (Customer Relationship Manager) Professional | 2011 |

## WORK HISTORY

GallantBIZ Limited

February 2019 – Present

**Role: Head, Sales and Marketing Communications**

### Responsibilities:

- Supervise and ensure all communication documents both internal and external are properly done.
- Securing accounts and supervising accounts management
- Create and manage campaign plans for accounts that we manager.
- Handle client's accounts simultaneously keeping status report on each account for effective monitoring on the company's task and projects application
- Ensure Sales team deliver and meet up to their target as assigned.
- Produce, write information, publicity flyers and presentation for accounts being managed.
- Offline and online marketing strategies.

JC International Ltd.

March 2014 – Oct 2017

**Role: Supervisor, Training & Operations**

**Responsibilities:**

- Assist with administration procedures required for JCI to demonstrate compliance as a registered training organization.
- Ensure accurate electronic training records are kept for all courses.
- Assist with preparing training certificates.
- Coordinate (and confirm) instructors/assessors, room/venue and catering requirements to meet training course schedules.
- Maintain course and student files, as well as student databases and reporting systems. Support the preparation of course schedules/calendars and co-ordinate the delivery of these training courses (including on-site delivery) whilst maintaining the appropriate reporting systems.
- Coordinate the archiving of course documentation (as stipulated in JCI training manual) and maintain an accurate archive register.

JC International Ltd.

Oct 2013 – Mar 2014

**Role: Client Relationship/ Administrative Officer**

**Responsibilities:**

- Act as a first point of contact to those who want to make enquiries about products and services of the company.
- Negotiate prices and deals before being passed on to Sales Team for final discussions.
- Periodically update the personnel competency matrix.
- Prompt notification of the dates of personnel training certificate before expiration

CAC Grammar School, Ibadan

Nov 2012 – Sept 2013

**Role: Teacher**

**Responsibilities:**

- Plan, prepare and deliver lessons to all students in the class.
- Teach according to the educational needs, abilities and achievement of the individual students.
- Assess record and report on the development, progress, attainment and behavior of pupils.

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**VOLUNTEER EXPERIENCE**

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- Volunteer, Smile Care Initiative.
- Head Ushering Team, Live your Dreams Africa.
- Banking and Finance Student Association (Financial Executive)
- Vice Chair Female, Covenant University Postgraduate

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**EDUCATION**

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- Covenant University, Ota-Ogun State, Nigeria  
MBA Marketing 2017-2019
- Covenant University, Ota-Ogun State, Nigeria  
BSc. Banking and Finance, Second class honors (Upper Division) 2008 - 2012

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**HOBBIES**

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Interacting with people, public speaking, writing, singing and dancing

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**REFERENCES**

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Available on Request