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| EUCHARIA OKORONKWOAn experienced Administrator and certified Customer Relations Officer with over 18 years of professional service. A continuous Learner with a passion for improving myself to make remarkable impacts. | Plot 3645, IBB WayMaitama. AbujaFCT*08036372590*euchariaokoronkwo@gmail.comFemale |
| EXPERIENCEBritish Council, Abuja — *Customer Service Support/Programme’s Assistant*2018- Present (Part- time)* Inquiries, requests, complaints, and products knowledge support
* Attend to enquiries, process customers payment and confirmation to complete registration process.
* Logging customers’ requests, complaints, feedback, and follow-up for resolution.
* Marketing the British Council products to potential candidates and managing relationship

 Bussdor & Company Limited, Abuja — *HR/Admin Assistant*2013 - 2018* Oversee the entire office management and proper keeping of documents, data, and project information for easy accessibility and reference.
* Manage and handle all mails, correspondences for daily operations
* Receive vendors, attend to their requests, negotiate and manage relations
* Visa application for the executives directors for official trips.
* Manage office supplies, requisitions, and reporting to HRM
* Relieve the HR Manager when on leave or trips away
* Ensure policies are adhered to in the Company
* Research, integrate, and implement best practices and standards for the organisation

The Watchman Academy, Abuja — *Admin Assistant*2012 - 2013* Maintains all records and files of the day-to-day running of the office
* Serving as the Focal Point on all personnel matters
* Booking and arrangement of meetings between the organization and clients(or potential clients)
* Perform secretarial duties
* Maintain and update personnel records and activities

Silverbird Entertainment Centre, Abuja — *Senior Supervisor*2009 - 2012* Work with store manager to ensure supplier’s monthly reports are properly prepared and that they are paid
* Liaise with supplier’s to ensure competitive pricing of stock on floor and goods are of international standard
* Ensure comprehensive reports: daily, weekly, monthly, and yearly, on various sales indicators are produced.
* Ensure that targets set for the sales team are met and communicate necessary logistics/tools for the realization of such targets.
* Managed customers’ requests and complaints

Matelec Engineering & Contracting, Abuja— Admin Secretary 2006 - 2009* Managed all correspondences of the company
* Scheduled and took minutes of meetings
* Performed customer relations role
* Marketed company’s services to visitors and clients
* Supported HR in staffing and employee records management

 | SKILLS* Professional communication, presentation, and report writing
* Working knowledge of MS Office and G Suites
* Workplace emotional intelligence, teamwork, and adaptability
* Excellent collaboration skills in a physical and remote workplace
* Great understudy and a continuous learner

EDUCATIONAlison Galway, Ireland— Diploma in Human Resources2016Institute of Management & Technology (IMT), Enugu— *HND Mass Communication*2003Institute of Management & Technology (IMT), Enugu— *OND Mass Communication*2001TRAININGBritish Council* Customer Service Delivery
* Document identification & Fraud Detection
* Compliance & Audit Recommendation
* Facial Recognition
* Raising Concerns in the Workplace
* Covid-19 Safety Precautions
* HSE Protocols
* Employee Code of Conduct Information Management
* Fraud Awareness
* Introduction to Safeguarding

CERTIFICATIONSSaylor Academy – USA Certificate course - Customer Service (2021)British Council Certificate course - Child Protection Facilitation (2021)PROFESSIONAL MEMBERSHIPAssociation of Communication Scholars and Professionals of Nigeria (ACSPN) |