|  |  |
| --- | --- |
| EUCHARIA OKORONKWO  An 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 Way  Maitama. Abuja  FCT  *08036372590*  [euchariaokoronkwo@gmail.com](mailto:euchariaokronkwo@gmail.com)  Female |
| 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 Secretary2006 - 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*2001TRAINING British 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   CERTIFICATIONS  Saylor Academy – USA Certificate course - Customer Service (2021)  British Council  Certificate course - Child Protection Facilitation (2021)  PROFESSIONAL MEMBERSHIP  Association of Communication Scholars and Professionals of Nigeria (ACSPN) |