

ANUGOM MARQUIS IKECHUKWU

B.A M.A CIPM CIME ADIP.HRM

HUMAN RESOURCE | ADMINISTRATION | OPERATIONS | CUSTOMER SERVICE | MANAGEMENT

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ABOUT ME

Human Resource Personnel, Administrative Operations Expert and a Personnel Management (P.A) Prospective Specialist with more than Three (3) years Proven experience in the Human Resource and Consumer Goods and Services Industry, Master`s Degree in History, Degree in History, Certifications in Project Management, Human Resource Management and Microsoft Excel Pro™, Trainings in Operations, Human Resource Management and Administration, Core management experience from Credible Organizations where I have added value to prospective organizations, Confident of an increase in organizational growth and development.

SKILLS

- Human Resource Management
- Personnel Management
- Operations
- Administration
- Employee Relations
- Recruitment
- Customer Service
- Customer Retention
- Customer Experience OPR
- Communications
- Office Management
- Microsoft Office Suite

CERTIFICATIONS

- University of Benin Nigeria: **Master`s Degree M.A – History**: 2014
- University of Benin Nigeria: **Bachelor`s Degree B.A – History**: 2010

OTHER CERTIFICATIONS AND TRAININGS

- Throne Management and Business Institute Switzerland TMBIS: **Advance Diploma – Human Resource Management** : 2021
- Throne Management and Business Institute Switzerland TMBIS: **Certificate in Microsoft Excel Pro™**: 2021
- International Project Management Professional IPMP: **Certificate in Project Management - CIPM**: 2012

CAREER EXPERIENCES

- CEDAR MICROFINANCE BANK LAGOS: **Admin Officer | Executive Assistant**: 2018 – Present
- FCI INTERNATIONAL LIMITED LAGOS: **Customer Service Officer**: 2016 (April – September)
- UNIVERSITY OF BENIN TEACHING HOSPITAL BENIN EDO: **Human Resource Assistant**: 2011 - 2012

ACHIEVEMENTS AND CORE OPERATIONS AT CEDAR MICROFINANCE BANK

- Answering phones and routing calls to the correct person or taking messages.
- Handling basic bookkeeping tasks.
- Filing and retrieving corporate records, documents, and reports.
- Researching and conducting data to prepare documents for review and presentation by boards of directors, committees, and executives.
- Helping prepare for meetings.
- Accurately recording minutes from meetings.
- Greeting visitors and deciding if they should be able to meet with executives.
- Using various software, including word processing, spreadsheets, databases, and presentation software.
- Reading and analyzing incoming memos, submissions, and distributing them as needed.
- Making travel arrangements for executives.
- Performing office duties that include ordering supplies and managing a records database.

- Experience as a virtual assistant.
- Opening, sorting and distributing incoming faxes, emails, and other correspondence.
- Provide general administrative support.

ACHIEVEMENTS AND CORE OPERATIONS AT FCI INTERNATIONAL LIMITED

- Maintained a positive, empathetic, and professional attitude toward customers at all times.
- Responded promptly to customer inquiries.
- Communicated with customers through various channels.
- Acknowledge and resolving customer complaints.
- Knew the products inside and out so that you can answer questions.
- Processed orders, forms, applications, and requests.

ACHIEVEMENTS AND CORE OPERATIONS AT UNIVERSITY OF BENIN TEACHING HOSPITAL

- Support all internal and external HR related inquiries or requests.
- Maintain digital and electronic records of employees.
- Serve as point of contact with benefit vendors and administrators.
- Assist with the recruitment process by identifying candidates, performing reference checks and issuing employment contracts.
- Maintain calendars of the HR management team.
- Oversee the completion of compensation and benefit documentation.
- Assist with performance management procedures.

OTHER ACHIEVEMENTS AND CORE OPERATIONS

- Working in a busy financial environment necessitates team work. As part of the Admin finance team, I worked effectively with the team by collaborating to effectively disseminate information within the organization. Our resilience and determination resulted in our ability to clear backlogs of call over reports. We were able to effectively handle pressure faced with dealing with large paperwork. We worked together to ensure that daily assessment reports continued and everything was done in line with the set banking standards. This earned us a good appraisal
- Strong interpersonal and communication skills developed and constantly improved in the HR assistant roles held during my NYSC and later on as a Customer Service Officer at Centre for Technical Learning. I made efforts to ensure that the experience for customers was a remarkable one by providing all necessary information needed for exhibitions and training purposes as well as following up on pending unresolved enquiries with product owners in a bid to heighten customer satisfaction and increase customer loyalty. As an Admin/Executive assistant, my role is to manage the flow of information, act as a point of contact between senior executives and employees and format information- memos, emails, correspondence, and reports for internal and external communication.
- My experiences in customer service and general administration taught me the importance of research and filing management. I developed the ability to prioritize effectively by balancing multiple tasks to meet set deadlines and making sure that attention is paid to the necessary details needed. Been a highly organized and detail-oriented person, I required little or no supervision as my job responsibilities entails managing executive calendars, coordinate travel and accommodations, handling projects on behalf of my boss, and supply of office inventory. My resilience lead to my promotion from Admin support to an Admin officer/Executive assistant in a period of 6months of joining Cedar MfB Lagos.
- As an Admin officer/Executive assistant, I have had to manage essential and technical staff, to ensure that they adhere to set schedules and are of good conduct. My responsibilities include monitoring people and giving feedback on performance where necessary.

BIO-DATA

Sex: Male

Health Status: Fit

Nationality: Nigerian

Language Proficiency: English, Igbo

Location: Ketu | Lagos | Nigeria

REFERENCE: AVAILABLE ON REQUEST