

# NNEBUE VICTORIA OLUCHI

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## PROFESSIONAL SUMMARY

An adaptable, articulate, and impact-driven communicator with the dedication and motivation required to succeed in Communications and Project Management.

Possessing strong knowledge of HR standard operating procedures and a track record of providing encompassing administrative and office management support. Combining talent welfare expertise with strategic HR initiatives to foster a positive workplace culture. Adept at project coordination, managing project timelines, and cross-functional teamwork, ensuring successful project delivery. Customer-centric mindset that fuels exceptional client relations, brand loyalty, and business growth, whilst utilizing solid organizational, communication, and multitasking skills to generate maximum efficiency and first-rate quality service.

## COMPETENCIES AND SKILLS

- Comfortable working with all levels of management
- New Hires Onboarding process
- Team Management
- Document Control: handling confidential data, accurately entering sensitive computer data, and updating manual records.
- Excellent Written and Oral communication skills
- Training and Workshops
- Employee Welfare
- Project Management/Coordination
- Ability to yield positive results unsupervised
- Time Management
- Good planning and coordination
- Good presentation skills
- Easygoing and approachable
- Cross-functional Teamwork
- Client Relationship Management
- Personalized Solutions
- Conflict Resolution
- Numeracy and IT skills (Application of Microsoft Office suites such as MS Excel, PowerPoint, and Word.)
- Knowledge of Health, Safety, and Environment Awareness

## EXPERIENCE

### **Project Associate/Human Resources & Admin Manager**

#### **CHEFSCONSULTNG**

**August 2022 – August 2023**

- Oversee recruitment of new internal and external hires from sourcing and screening to interviewing and onboarding.
- Design and implement employees' training programs, enhancing team skills and performance.

- Design multiple templates for efficient customer and staff relations processes
- Ensure compliance with HR policies and regulations, handling employee relations and conflict resolution.
- Oversee office operations, including supplies procurement, and vendor relationships.
- Create manuals and SOP templates for internal and external staffing
- Build and nurture client relationships, understanding their needs and providing tailored solutions.
- Handle filing, invoicing, and follow-up on all client documents and transactions
- Coordinate the processing of all types of leave
- Address both employee and client concerns professionally, striving for positive resolutions.
- Manage implementation of project plans, ensuring adherence to contract terms, timelines, budgets, and deliverables.
- Coordinate cross-functional teams to optimize project execution, fostering effective collaboration.
- Assign and follow up team on project deliverables
- Track project performance, identifying areas for improvement and efficiency.
- Act as a primary point of contact for, and manage prospective and existing clients, maintaining required communication, addressing inquiries, and follow-ups up until the commencement of required services or projects, as well as supervising paid services.
- Oversee payroll administration, ensuring accurate and timely processing of employee compensation.
- Lead problem-solving efforts, proactively resolving project-related challenges and mitigating risks.
- Host webinar and Standard Operating Procedures (SOP) training for internal and external staff

**Human Resources & Admin Executive/ Branch Custodian**

**BEMIL NIGERIA LIMITED**

**October 2018 - August 2022**

- Oversaw day-to-day operational activities of the branch
- Handled recruitment of guard and non-guard staff from sourcing and screening to interviewing, reference check, onboarding, and job posting
- Participated in the finalization of new contracts, and ensured standard terms and policies were upheld
- Supervised guards' training and ensured deployed guards met the standard requirement in line with the company's policies and procedures
- Ensured guard short postings in various locations are covered accordingly
- Prepared and updated employment records related to hire, transfer, promotion, and termination.
- Explained human resources policies, procedures, laws, and standards to new and existing employees.
- Managed over 600 guards by attending to and resolving complaints, ensuring fairness, coordinating job posting, documentation, vetting, attendance entry, and facilitated salary payment

- Managed all branch assets including maintenance of company vehicles and motorcycle
- Managed procurement of all office supplies, and managed issuance of supplies and kits
- Ensured new hire paperwork is completed and processed.
- Informed job applicants of job duties, responsibilities, benefits, schedules, working conditions, promotion opportunities, etc.
- Addressed any employment relations issues, such as work complaints and harassment allegations.
- Processed all personnel action forms and ensured proper approval
- Carried out disciplinary actions in line with the company's policies and procedures
- Coordinated the processing of all types of leave
- Ensured staff strict compliance with the Company's Policies and Procedures
- Performed guards and staff attendance entry

**Graduate Trainee (Admin Officer)**

**NYSC - BASEXCEL TECHNOLOGIES LIMITED, ENUGU**

**June 2017 - April 2018**

- Assisted in ensuring the smooth running of day-to-day office activities.
- Assisted in documenting and inducting new trainees to get acquainted with company policies and curriculum
- Created a compliance log that had to be submitted to management weekly.
- Supervised trainees during assessments, collated assessment sheets, and submitted reports to Management.
- Prepared reports on office activities
- Carried out other administrative responsibilities

**Office Administrator**

**NEK VIDEO LINKS**

**Aug 2011 - July 2012**

- Recorded issued movies for all workers daily
- Updates shortage of goods for restocking
- Collated workers' complaints and suggestions and sent reports to the management.
- Updated cash collection reports daily in comparison with issued goods
- Took records of incoming and outgoing goods.

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**EDUCATION**

**MADONNA UNNIVERSITY, OKIJA, ANAMBRA**

**2012-2016**

Bachelor of Arts (B.A), English and Literary Studies

Second Class Honours (Upper Division)

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OTHER  
CERTIFICATIONS

<b>ALISON ACADEMY, IRELAND</b>	<b>Sept. 2020</b>
Diploma in Human Resources	
<b>BRITISH INTERNATIONAL SAFETY ORGANISATION</b>	<b>July 2017</b>
Health, Safety, and Environment - HSE 1,2&3	
<b>NATIONAL INSTITUTE OF INFORMATION TECHNOLOGY (NIIT)</b>	<b>2017</b>
Introduction to Microsoft Office Suites (Word, PowerPoint, Excel)	
<b>COURSERA</b>	<b>2017</b>
Principles of Customer Relations	

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OTHER DETAILS

Spoken Languages:	English and Igbo
Marital Status:	Single
Interests and Hobbies:	Reading Novels and Writing