

CHIOMA CYNTHIA OGWU
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PROFILE

I am a licensed and certified professional in Human Resources Management (HRPL), An associate member of the Chartered institute of personnel management in Nigeria (ACIPM).

I am a motivated and energetic individual with exceptional administrative skills, interpersonal skills and ability to communicate effectively.

I am currently seeking for opportunities as an Executive Assistant, Customer service personnel and also opportunities in the Human resources field where I can contribute to the growth of the organization while also attaining career growth.

CORE COMPETENCE

- Effective communication
- Consultation
- Relationship management
- Data gathering and reporting
- Administrative expert
- Recruitment and selection
- Critical thinking skills
- HR Organizational skills
- Employee relations
- Performance appraisal
- Strategic thinking

WORK EXPERIENCE

ADMINISTRATIVE OFFICER,

Demech Engineering Limited, Mende, Lagos

April 2018 – Till Date.

- Label, sort and categorize documents for ease of use.
- Work with colleagues to ensure consistency of documentation practice across the company.
- Collaborate with the HR Department to ensure seamless onboarding of new hires.
- Maintain electronic records of staff documentation.
- Manage back ground check process.
- Review documents to follow template and formatting guideline, and assist management to handle the department successfully.
- Ensure the integrity and accuracy of all paperwork.
- Prepare, review and Edit client Paper work.
- Perform various administrative tasks throughout the day.
- Print and distribute documents as needed.
- Scan and upload documents according to company procedure.
- Collect and register all technical documents such as drawings and blueprints in the company's system.
- Review and update documents for maintenance and quality control.
- Keep other personnel updated on new document versions and how to obtain access.
- Handle records across various departments.
- Maintain confidentiality regarding sensitive documents
- Prepare appointment letters, confirmation letters and transfer letters.
- Perform another task assigned by the General Manager.
- Prepare minutes of Meetings and documentation as at when required

- Ensure the confidentiality, safety and security of office properties, files and filing system
- Receive and send mails on a daily basis.
- Organize a filing system for important and confidential company documents.
- Operate copy equipment, printers or other equipment when necessary.
- Update Company profile.

NATIONAL YOUTH SERVICE CORPS.

CUSTOMER SERVICE REPRESENTATIVE

Demech Engineering Limited, Mende, Lagos

April 2017 - April 2018

- Provide introductory information to new customers.
- Ensure that customers are satisfied with products or services
- Follow up with clients or customers to check that they are still satisfied with our services
- Let our customers or clients know about additional products or services.
- Determine the fastest, most effective ways to answer a client or customer's questions.
- Troubleshoot common issues with a product or service, collect and register all technical documents such as drawings and blueprints in the company's system.

TRAINING AND CERTIFICATES:

Strategic Human Resources

[LinkedIn Learning, 2021]

Job Search Strategies

[LinkedIn Learning, 2021]

Fundamentals of Human Resources

[Alison 2022]

Certificate of completion in Hiring Staff

[HP LIFE 2022]

Recruiting, Hiring and Onboarding employees
University of Minnesota (Coursera) in progress.

Managing Employee Performance.
University of Minnesota (Coursera) In progress.

Mckinsey Forward Program [in progress]

PROFESSIONAL QUALIFICATION

Chartered Institute of Personnel Management

[Awaiting Induction]

Human Resource Practitioner License.

Chartered Institute of Personnel Management.

[2022]

EDUCATIONAL BACKGROUND:

- NYSC Certificate, National Youth Service Corps [2018]
- University of Benin, Benin City, Edo State. [2016]
Business Administration
Second Class Division
- West African Senior Secondary School Certificate [2011]

REFEREE:

Available Upon Request