

Grace Anuoluwapo Emokpare

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SUMMARY

Cheerful and energetic young lady, seeking a fantastic opportunity to leverage strong communication, negotiation, plus superb client relationship skills and knowledge towards organisation's excellence, while in the process learning novel things that will enhance overall performance and further propel career.

EXPERIENCES

D'Scentsation, (Remote-Freelance)

Blog Author—August, 2021 till present

- Write cohesive, relevant and highly engaging SEO rich blog articles that ranks. Thus, increasing brand's visibility and credibility.

Applink Capital- Hikash, Virtual Hub, GRA, Ikeja, Lagos State

Collections Team Lead – January, 2021 till May, 2021

- Led and supervised debt collection team, focused on collecting high-risk loans.
- Trained and managed collectors, thus developing a strong collections team.
- Performed phone monitoring and calls audits.
- Compiled reports using Microsoft Office word, Excel for ease of data interpretation.
- Set up online meetings using Zoom and Google meet as well as physical meetings to discuss ways of exceeding targets, thus mitigating company's losses.

Opay (Okash NG) Adeniyi Jones, Ikeja, Lagos State

Loan Recovery Officer/ Customer Support- January, 2020 till December, 2020

- Oversaw all aspects of payments collection due from accounts receivables.
- Built relationship with accounts, answered queries, developed trust, that helped clients meet financial obligations.
- Conducted follow up via calls, emails, letters with customers thereby aiding the collection of past due payments.
- Negotiated partial payment as deemed necessary to product issues.
- Managed individual accounts at 30 and 90 day level using database systems and CRM software.

Ejaosan Foundation, Ilorin, Kwara State

Communication Intern- July, 2019 till December, 2019

- Facilitated the smooth running of the NGO by providing an enhanced communication system.
- Effectively performed research and data entry tasks which aided the maintenance of accurate record, leading to the horizontal running of the NGO.

- Successfully managed social media accounts, which built credibility and positive image of the foundation thereby fostering partnership with foreign NGOs.

Essential Drugs, Lokoja, Kogi State

Assistant Vaccine distributor / Customer Support (NYSC)- July, 2018 till June, 2019

- Distributed vaccines to Local governments which strengthened immunization system in the state.
- Followed up on supplies, inquired about satisfaction and suggested additional services.
- Gave substantial aid to cold chain staff, thereby enhancing the handling, storage and distribution of vaccines.

EDUCATION

Kwara State University, Malete, Nigeria

B.Sc. Microbiology- 2018

Second Class Upper

SKILLS

- Communication and Negotiation prowess
- Creativity and Analytical ability
- Conflict resolving skill
- Ability to work independently and in a team
- Logical thinking and Leadership
- Excellent client relationship
- Effective use of Urge System CRM, Smart CC, 3CX Soft phone, Canva, Buffer, Trello, Grammarly, Microsoft Word, Power point, Excel etc.

LANGUAGES

English, Pidgin and Yoruba

CERTIFICATIONS

- Initiating and Planning Projects, Coursera, 2020
- Sydney Romantics Design and Branding Virtual Internship, InsideSherpa 2020
- Content Strategy, Hubspot, 2020
- Building Customer Loyalty, LinkedIn, 2019
- Customer Service Techniques, Alison, 2019
- National Youth Service Corps, 2019

INTERESTS

Scrabble, Networking, Writing and Nature view