

HEPHZIBAH CHIAKA, OPARA

Ogudu, Lagos State, Nigeria

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PROFILE

A result-oriented professional individual with a strong foundation in international relations, dedicated to maintaining customer satisfaction and contributing to company's success. I have a proven ability to establish strong rapport with clients and exceed company expectations, with my time management skills, prioritization abilities and drive for excellence. My unwavering dedication to excellence makes me a valuable asset to any team, ensuring meaningful engagement and lasting impact on a global scale.

SPECIALTIES

- Research and Learning
- Time Management
- Technology Adaptation
- Service-Focused
- Customer Service
- Strong Decision Making
- Team Collaboration
- Complex Problem Solver
- Excellent Communicator
- Conflict Resolution

WORK HISTORY

Nigerian Army College of Education, Ilorin, Kwara State

2022 – 2023

Political Science Department

National Youth Service Corps (NYSC)

- Assisted in the coordination and administration of examinations, assessments, and evaluations.
- Worked closely with the Exam and Record Unit to ensure accurate preparation, processing, and management of students' academic results.
- Conducted data entry and record-keeping tasks, maintaining meticulous and organized documentation.
- Collaborated with colleagues to foster a positive and productive work environment, promoting teamwork and synergy.
- Contributed to the overall academic and administrative functions of the department to ensure its smooth and effective operation.

Political Science and International Relations Students' Association

Nov 2020 – Aug 2021

Anchor University, Lagos

Treasurer

- Spearheaded financial reporting for the association, ensuring accurate and transparent documentation of all financial transactions.
- Collaborated with the executive team in planning the association's budget, taking into account various needs and priorities to optimize financial resources.
- Actively managed incoming and outgoing funds of the association, exercising sound financial judgment and adherence to established protocols.
- Implemented effective financial controls and procedures to safeguard the association's funds and prevent discrepancies.
- Provided timely and comprehensive financial updates to the executive team and members, fostering transparency and informed decision-making.

Client Support Officer

- Provided exceptional client support, ensuring prompt and courteous assistance to address inquiries and concerns effectively.
- Demonstrated strong communication skills in handling client communications through various channels, including phone calls and emails.
- Maintained and updated office schedules, coordinating appointments and ensuring smooth operations in a fast-paced environment.
- Prioritized tasks efficiently, managing multiple responsibilities simultaneously to meet client needs and company objectives.

EDUCATION

B.Sc. International Relations

2022

- **Second Class (Upper Division)**

Anchor University Lagos, Ayobo, Lagos

TECHNICAL SKILLS AND INTERESTS

- Inventory Management
- Highly technology-driven and adaptable
- Excellent organisational skills
- Good Problem-Solving Skills
- Proficient in the use of Microsoft Office Suite and Google Apps
- **Strength:** Programme Implementation, Training and Facilitation
- **Interest:** Education, Employability, Youth Transition and Research

REFEREES

1. Rufus Nelson Nwokoro,
Barrister, Solicitor and Notary Public,
Victory Chamber,
Rumuogba, PortHarcourt, Rivers State.
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2. Dr. Olamide S. Adelana, PhD,
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