

ANNIE BAKARE

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SUMMARY

I am a resourceful, efficient and detail-oriented, professional with extensive experience in operations management, process improvement and logistics administration; I also have a strong commitment to diversity, equity, and inclusion principles. I have highly developed interpersonal skills that has enabled me engage with people from various cultures and backgrounds as well as strong leadership skills which has enabled me build capability of staff and motivate them to deliver effectively.

EDUCATION & TRAINING

Coventry University, UK (2010)

B. Sc. Business Information Technology

AREAS OF EXPERTISE

- | | |
|--------------------------------------|-----------------------------|
| ✓ Data Collection | ✓ Administration |
| ✓ Process Improvement | ✓ Organization |
| ✓ Documentation | ✓ Technological proficiency |
| ✓ Relationship Building & Management | ✓ Planning & organization |
| ✓ Problem Management | ✓ Negotiation & Influence |
| ✓ Time Management | ✓ Resource Management |
| ✓ Ethical conduct | ✓ Teamwork |

TECHNICAL SKILLS

Google suites | MS Office Programs (Word, Excel, PowerPoint, Outlook, Access) | SharePoint | Adobe Suites | Survey software applications (Google forms, Survey monkey, Typeform, Surveyor)

PROFESSIONAL EXPERIENCE

Clean Technology Hub Abuja, January 2022- September 2022

Operations Officer

- ❖ Provided Sophisticated calendar management for the CEO by way of prioritizing inquiries and requests to ensure smooth day to day engagements.
- ❖ Completed a broad variety of administrative tasks that facilitated the CEO's ability to effectively lead the organization.
- ❖ Served as the primary point of contact for internal and external relationships on all matters pertaining to the CEO.
- ❖ Engaged with relevant external stakeholders on assigned administrative matters and ensured required authorizations and documentation are up-to-date.
- ❖ Liaised with government authorities for clearances, visas, and protocol matters on behalf of the CEO.

- ❖ Ensured that the CEO was kept up to date and well informed on upcoming commitments and responsibilities.
- ❖ Drafted protocol correspondence and guided staff on diplomatic privileges
- ❖ Provided logistical support to missions, conferences, and workshops on behalf of the CEO.
- ❖ Producing reports and presentations on behalf of the CEO.
- ❖ Ensured fully compliant procurement of office materials and asset management systems.
- ❖ Ensured administrative systems, processes, and policies were in line with company's standards.
- ❖ Co-ordinated and prepared recruitment schedules for positions.
- ❖ Contacted short listed candidates and followed up when necessary.
- ❖ Conducted exit interviews for staff leaving the organization.
- ❖ contributed to knowledge sharing within the organization

The SMB Digital Agency, June 2021 – June 2022
Operations Manager (Hybrid)

- ❖ Improved operational management systems, processes and best practices.
- ❖ Effectively planned and organized business processes.
- ❖ Developed office systems, including data management and filing.
- ❖ Hired and trained employees on administrative procedures and managed quality assurance programs.
- ❖ Co-ordinated all team meetings/events and bonding sessions as required.
- ❖ Ensured full compliance with organizations rules, regulations, and policies in administrative activities.
- ❖ Composed and prepared correspondence which both public and confidential.
- ❖ Worked closely with the Creative lead and kept her well informed on upcoming commitments and responsibilities.
- ❖ Processed information from clients and provide proper advice to the creative lead.
- ❖ Served as the primary point of contact for internal and external constituencies on all matters pertaining to the organization including those of a highly confidential nature.
- ❖ Oversaw all team activities and ensured that all client expectations are effectively communicated and strictly adhered to.
- ❖ Maintained a broad knowledge & understanding of the company's operations, business objectives and enterprise relationships.
- ❖ Provided administrative and secretarial support to management when needed.
- ❖ Responsible for ensuring all new and old staff complete and submit the relevant documents for record keeping purposes.
- ❖ Co-ordinated schedules for recruitment.
- ❖ Maintained up-to-date records of all staff.

EMPLOYMENT GAP EXPLANATION

April 2019 – Till June 2021

I got married and got pregnant right after, I had a high risk pregnancy so I had to focus on the health and well-being of myself and my baby.

GATEFIELD NIGERIA, Abuja June, 2017 – March, 2019 (I worked on two projects)

Program Officer, #StepUptheVote, OSIWA funded project (September 2018 – March 2019) Project 2

- ❖ Conducted research (in-person surveys & interviews) to gather information on youth participant in the last two general elections in Nigeria (2011 & 2015).
- ❖ Contributed to release of weekly newsletter, conducting research on relevant news that controls the narrative ahead of the general elections
- ❖ Work with traditional and online media outfits (Newswire & The Scoop) to identify fake news and leverage their platforms to neutralize the effect of such fake news.
- ❖ Conducted vox-pop to illicit information on stakeholder's perspectives on key issues head of the 2019 elections.
- ❖ Demonstrated effective communication and active listening skills while conducting surveys and interviews.
- ❖ Collated weekly reports of project team.
- ❖ Produced monthly project activity report for project lead and OSIWA.
- ❖ Responsible for managing logistics and itinerary for social influencers and external partners.
- ❖ Produced and managed weekly project activity log sheet target and ensuring the project and deliverables meet with project timeline.
- ❖ Participated in training sessions and meetings to enhance data collection skills and knowledge.
- ❖ Assisted in the recruitment of research participants and obtained informed consent.
- ❖ Collaborated with the project team to address any issues or challenges encountered during data collection.

Community Mobilization Officer, Tobacco Free Nigeria (#Breathe Campaign), Campaign for Tobacco Free Kids funded project (June 2017 – August 2018) Project 1

- ❖ I was responsible for recruiting, setting up and managing Breathe Campaign Hubs in Abuja, Edo, Ekiti and Katsina states.
- ❖ I was responsible for coordinating advocacy rallies in Abuja, Edo, Ekiti and Katsina.
- ❖ Liaised with media outlets in ensuring that project and advocacy activities were regularly captured in the news
- ❖ Managed the social media account of the project that saw engagement and interaction increase by almost 31%.
- ❖ Collated weekly reports from #BreatheCampaign hubs in respective states.
- ❖ Collaborated with the organization's team to identify community needs and concerns.
- ❖ Conducted research and produced weekly newsletter that showcased anti-tobacco efforts locally and internationally.
- ❖ Assisted in the organization and execution of community events and initiatives.

NIGERIAN IMPORT EXPORT BANK (NEXIM), Abuja, March 2013 – April 2017 Treasury & Foreign Operations Officer

- ❖ Acted as correspondence on behalf of NEXIM to Central Bank of Nigeria (CBN).
- ❖ Processed payments on behalf of NEXIM to customers and customer organizations.
- ❖ Reconcile NEXIM bank financial ledger accounts at the end of every month.
- ❖ Processed pre-arrival assessment reports (PAAR) for customer organizations as required by the Nigerian Customs Service.
- ❖ Vouched incoming cheques and payments by customer organizations.
- ❖ Maintained and updated company accounts which included monetary/financial database and travel database details and information.
- ❖ Updated and maintained customer organizations database and files.
- ❖ Advised internal departments on monetary activities when necessary.
- ❖ Actively contributed to knowledge sharing within the organization.
- ❖ Organized travel logistics for staff, this included visa and passport documentation, domestic and International flight itinerary as well as per diem disbursement for eligible staff.

Trainee, September 2011 – June 2012

- ❖ Vouched incoming cheques and payments by customer organizations.
- ❖ Maintained and updated company accounts.

- ❖ Updated and maintained customer organizations database and files.
- ❖ Advised internal departments on monetary activities when necessary.

IBM, Coventry, UK , May 2010 - May 2011

Associate, Customer Relations

- ❖ Conducted operational and financial transactions according to pre-determined standards.
- ❖ Reviewed operational procedures, spreadsheet analysis of results and making recommendations to improve productivity.
- ❖ Functioned as Level 1 Supervisor for escalated complaints.
- ❖ Acted as first line and IT help-desk support when needed.
- ❖ Provided excellent customer service to current and prospective customers.
- ❖ Resolved customer complaints and account irregularities.
- ❖ Provided other administrative support when needed.

ADEPT MANAGEMENT Coventry, UK

Administrative Assistant, September 2008 – November 2008

- ❖ I was responsible for active database management and data entry to maintain consistency in customer portfolio.
- ❖ Served as back-up office manager at peak periods and weekends.
- ❖ Successfully managed front office customer service and customer inquiries.
- ❖ Successfully managed internal communications platform.
- ❖ Managed and maintained office machines and equipment which included scanners, printers and all workstation devices.
- ❖ Performed other administrative and secretarial duties as assigned.
- ❖ Acted as IT Help-desk Support.
- ❖ Created and updated work files and documents.

References

Reference 1: Jacquelyn Mando

Position: Operations Manager, Clean Technology Hub.

Email: J.mando@cleantechnologyhub.org

Phone Number: 07013231953

Reference 2: Jumoke Dan_Okayi
Position: Creative Lead, The SMB Digital Agency
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Reference 3: Margaret Udobi
Position: General Manager, Human Resources
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