

EZEWELE VICTORY OSE

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SUMMARY

I am a graduate with over 3 years' progressive work experience. I have worked/volunteered at various fields in addition to my academic qualifications and trainings. Having gained a BSc in Microbiology, I am currently working towards obtaining further certifications in Leadership Management, communications, Customer Service Relations and others, in order to increase my competence. I am a talented young leader with competence in Leadership. Client Relations Executive, I am Experienced with excellent client and project management skills. Action-oriented with strong ability to communicate effectively with technology, executive, and business audiences. I am Energetic, Positive, Pragmatic, Disciplined, Dependable, Hardworking, Articulate and versatile.

EXPERIENCE

2014 TO 2015

CUSTOMER RELATIONS EXECUTIVE, SHOREM ASSOCIATES LIMITED

- Reaching out to clients for patronage
- Monitoring and recording company progress.
- Following up with potential clients
- Generating Leads, etc.

2015 TO 2016

TEAM LEADER CUSTOMER SATISFACTION REPRESENTATIVE, GENESIS DELUXE CINEMA, LAGOS

- Leading and motivating a team of staff to ensure they render the best customer service possible
- Handling complaints and queries from team members
- Ensuring that the food section is constantly kept clean and free from microbial activities
- Coordinates office activities and duties assigned to team members, etc.

2016 TO 2017

DEPUTY HEAD OF SCHOOL, MEMORIES V PRO VOCATIONAL SCHOOL

- Coordinating skill acquisition programs in collaboration with other staff.
- Managing staff appraisals and career professional development programs. Taking record of inventory.
- Ensuring clean environment, conducive enough for trainings. Preparation and submission of proposals to organizations that offers to affiliate in the area of sponsorship of underprivileged students, etc.

2017 TO 2019

CREDIT FACILITY MANAGER, JUSPINCLE RESOURCES NIG. LTD

- Customer service and Account management responsibilities
- Evaluate and review applicant's financial status who request for credit loans. Loan Servicing.
- Providing applicants with information regarding products and services.
- Documentation of customers' information and recording of inventory, etc.

2019 TO 2020

OPERATIONS MANAGER, MAD SCIENCE FUN WORLD

- Prepares the term's project.
- Oversees financial management.
- Plans daily activities.
- Control the duties of the staff.
- Monitors the progress of the organization.
- Supervises sites activities.
- Gives weekly and monthly reports.
- Hires and trains employees.
- Strategizes process improvements to ensure all staff completes their tasks on schedule, etc.

2020 TO 2022

PROJECT MANAGER, HAVILAH FOUNDATION

- Oversees the organization's operations.
- Organizes events and controls logistics.
- Prepares proposal letters and distributes to respective corporate organization and individuals.
- Leads a team of staff.
- Monitors the progress of the organization.
- Keeps records of database of the widows.
- Consolidation, etc.

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EDUCATION

2013

BSC. MICROBIOLOGY

AMBROSE ALLI UNIVERSITY EKPOMA, EDO STATE

2001

SENIOR SECONDARY CERTIFICATION EXAMINATION,

AMEDOKHIAN SECONDARY SCHOOL, UROMI, EDO STATE.

SKILLS

- Team Work
- MS Office
- Client Negotiation
- Communication
- Relational Skills
- Customer Service

ACTIVITIES

- Most Outstanding Female: Workers Training, HOTR, Lagos
- Most Intelligent Female: Worker Training, HOTR, Lagos

REFERENCES

Available upon request.