

FAVOUR IROUWA DIKE

(ADMINISTRATIVE ASSISTANT)

LOCATION: PORT HARCOURT, RIVER STATE.

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CAREER SUMMARY

Administrative Assistant with 3+ years of experience preparing flawless presentations, assembling office reports, and maintaining schedules. Possess extensive expertise in Microsoft Excel and database management. Looking to leverage organizational and time management skills as an administrative Assistant.

PROFESSIONAL EXPERIENCE;

ADMINISTRATIVE ASSISTANT,

AKWA IBOM STATE POLYTECHNIC, IKOT OSURUA, **NOV 2022 – TILL DATE**

- Managing the day-to-day operations of the administrative office, including organizing files, maintaining records, and handling office supplies.
- Handling incoming and outgoing communication, such as emails, phone calls, and in-person inquiries.
- Managing appointment schedules for staff, faculty, and students, and scheduling meetings or events
- Entering and maintaining data, such as student's records, financial information, and inventory.
- Greeting and assisting visitors, students, and staff who come to the administrative office
- Providing support to various departments by preparing documents, reports, and presentation
- Assisting in budget management, tracking expenses, and handling financial paperwork
- Helping organize and coordinate events, workshops, and meeting within the school
- Undertaking specific projects or tasks as assigned by administration
- Managing files, records and documentations to ensure they are easily accessible and organized
- Provide basic technical support for office equipment and software.

ADMINISTRATIVE ASSISTANT,

OHAENU MOTORS, OHAFIA, **OCT 2020 – OCT 2022**

- Greeting and assisted customers, handling inquiries, and providing information about services and schedules.
- Managing the day-to-day operations of the office, including organizing files.
- Coordinated vehicles, managed reservations, and ensuring that departures and arrival are on time.
- Inputted information into databases, spreadsheets, or other software to maintained accurate records of vehicle maintenance.
- Handling phone calls, emails, and other forms of communication with customers, staff, and suppliers

- Assisted with basic financial tasks such as handling cash, issuing tickets, and reconciling daily sales.
- Ensuring that the company adheres to relevant regulations and safety standards in the transportation industry
- Provided administrative supports to the management team
- Resolved customer complaints or issues and addressing operational challenges as they arise
- Promoting and enforcing safety protocols for both customers and staff
- Managing multiple tasks efficiently and effectively to ensure the smooth operations of the motor park.

ADMINISTRATIVE OFFICER,

OHAFA HEALTHCARE CENTRE ABIA STATE, NIGERIA **April 2019- MARCH 2020**

- Managed the appointment schedules for healthcare providers, ensuring patients are seen in a timely manner.
- Maintaining and organizing patient records and ensuring they are up to date and accurate
- assisting with billing, insurance claims, and financial records, helping patients navigate billing inquiries
- Entering patient information, medical data, and administrative information into computer systems.
- Ordering and managing office and medical and administrative documents
- Ensuring hospital policies and procedures, as well as healthcare regulations, are followed.

EDUCATION

ENUGU STATE UNIVERSITY OF SCIENCE & TECH (B.SC PUBLIC ADMIN) 2017-2021

SKILLS

- MICROSOFT OFFICE
- TEAM MANAGEMENT
- EXCELLENT CUSTOMER SERVICES
- INTERPERSONAL SKILLS
- MULTI-TASKING
- SELF MANAGEMENT
- PEOPLES MANAGEMENT
- PROBLEM SOLVING SKILL
- EXCELLENT COMMUNICATION
- LANGUAGE (English)

PROFESSIONAL CERTIFICATION

- **Human Resource Management**

REFERES:

AVAILABLE ON REQUEST