

Reference: Available on Request | Female | English & Native Lingual Language Speaker | Health Status: Fit

Highly motivated and results-driven business professional with a solid background in managing and optimizing business processes. Proven ability to streamline operations, improve efficiency, and drive profitability. Strong leadership skills with a track record of effectively managing cross-functional teams and delivering exceptional results. Skilled in relationship management, customer service, business development and process improvement methodologies. Excellent analytical and problem-solving abilities, coupled with exceptional communication and interpersonal skills. Committed to driving operational excellence and achieving organizational goals.

SKILLS

- Customer Service
- Operations
- Client Relations
- Relationship Management
- Sales and marketing

- Good writing skills
- Business Development
- Research & Reports
- Negotiation Management

- Communications
- Microsoft Office Suite
- Staff Management
- Project Participation

EDUCATION & CERTIFICATIONS

- Federal University Otuoke Bayelsa: **B.sc – Biology (Honors): 2021**
- National Youth Service Corps NYSC: **Certificate of National Service - CNS: 2021/2022**
- Fundamentals of Digital Marketing Certificate**
- Certificate of Proficiency in Basic Computer Administration**

CAREER EXPERIENCE

- TEE EXCELLENCE LIMITED: Customer Service/Travel consultant :2023 - till date**
- FIRST BANK INSURANCE FBN LAGOS: Customer Service/Sales representative: 2022 – 2022**
- COMMERCIAL SECONDARY SCHOOL AKWA IBOM(NYSC): Administrative Officer: 2021 – 2022**
- BIORESOURCE DEVELOPMENT CENTRE ODI: Industrial training: July 2019 -December 2019**

ACHIEVEMENTS AND CORE OPERATIONS AT TEE EXCELLENCE LIMITED

- Review and process visa applications.
- Process admission to different countries
- Writing of good statement of purpose and cover letters
- Conduct interviews with visa applicants to gather necessary information.
- Verify the authenticity of supporting documents submitted with visa applications.
- Assess applicant eligibility based on immigration laws and policies.
- Making decisions regarding visa issuance or denial in accordance with established guidelines.
- Provide guidance and assistance to applicants throughout the visa application process.
- Communicate effectively with applicants, colleagues, and external stakeholders.
- Maintain accurate records of visa applications and related correspondence.
- Booking of flight and hotel itinerary
- Handles inquiries and complaints from visa applicants

ACHIEVEMENTS AND CORE OPERATIONS AT FIRST BANK INSURANCE

- Engaging with customers to understand their insurance needs and financial goals.
- Providing personalized insurance advice and recommendations based on customer's profile and risk appetite.
- Conducting regular follow-ups with customers to ensure satisfaction and address any concerns.
- Actively promoting and selling insurance products to bank customers.
- Meeting sales targets and achieving set KPIs.
- Identifying cross-selling opportunities within the bank's customer base.

ACHIEVEMENTS AND CORE OPERATIONS AT COMMERCIAL SECONDARY SCHOOL

- Developing and implementing sales strategies to maximize revenue.
- Oversee day-to-day operations of the office, including managing office supplies, equipment, and facilities.
- Handle administrative duties such as managing correspondence, scheduling meetings, arranging travel, and preparing reports.
- Organize and maintain files, records, and documents in both physical and electronic formats, ensuring they are easily accessible and up to date.
- Collaborate and communicate with various departments within the organization to ensure smooth workflow and efficient operations.
- Support the finance department in tracking expenses, processing invoices, and managing budgets.

INTERNSHIP AND VOLUNTEER WORK

- Production of mushroom using grain
- Production of plantain suckers
- Artificial spawning of Catfish
- Production of Alcohol using sugarcane
- Rearing and production of snails
- Production of coconut oils, zobo drink and house hold items
- Federal University Otuoke Junior Chamber International (JCI) Collegiate president (2017-2021)
- Volunteer on operation plant a tree, eradicate scabies in our community.

RESEARCH WORK AND PROFESSIONAL CERTIFICATION

- Research work on Evaluation of variation between water quality of hand dug well and borehole in Otuoke, Bayelsa state, Nigeria 2021 (page 281-284) in the book "FRESHWATER"
- Research work on Impact of oil pollution on Fish and Fisheries of freshwater ecosystem
- Certificate of National Service, NYSC
- Certificate of Environmental hazards and global public health
- Certificate of Health and safety environment
- Certificate of introduction to human resource management
- Certificate of fundamentals of digital marketing