

# Diana Aghedo

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## PROFESSIONAL SUMMARY:

Experienced and highly skilled administrative officer with over 12 years of working experience in sales and accounting support officer, I am Customer Centric driven I thrive on creating a conducive and efficient work environment that benefits the company and its employees. My attention to detail and adherence to company policies ensure accurate and up-to-date financial records, while managing office supplies streamlines daily activities. While excelling in my current role, I am enthusiastic about transitioning into the tech world to expand my knowledge and skills. Learning about operating systems, software, and hardware enables me to troubleshoot and maintain office and its systems, contributing to a seamless workflow. My passion for managing space and people has motivated me to seek opportunities where I can make a positive impact. I find joy in assisting others and providing support whenever needed. Combining my diverse expertise and problem-solving abilities, I aim to contribute significantly to the tech industry, driving innovation and growth in summary, my dedication, adaptability, and genuine interest in supporting others make me an ideal candidate for a role that allows me to leverage my strengths in a dynamic and evolving tech environment. I am eager to contribute my expertise and passion to a forward-thinking organization like yours.

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## ACHIEVEMENTS

- **INTERN PULSE:** As a Team lead, I coordinated 5 team in ensuring seamless research were carried out. Assisted in diverse tasks, gaining hands-on product development experience. Contributed to market research, documentation, and project activities. Ensured deadlines were met, monitored projects using Slack and Linear, and collaborated effectively with the team. Actively participated in product discussions, acquiring essential skills for future roles.
- **PM4SUSSCESS INT:** I actively engaged in training sessions to understand the organization's systems and network architecture, monitored system health and performance, implemented security measures, and performed routine maintenance tasks. I developed comprehensive documentation, collaborated effectively with IT professionals, adhered to IT policies, and participated in project milestones by conducting surveys and scheduling meetings to provide feedback to stakeholders and executives.
- **CYQUEM venture limited:** Coordinated with three other teams to ensure smooth operations in the sales and accounts departments, from welcoming customers, I attend to over 50 customers daily both credit customers and Non-credit customers updating customers ledgers I am very proficient in using Sybase & Sage accounting software's booking daily orders and ensuring timely delivery. Resolved customers booking order & bank complaint while maintaining data confidentiality of customers. Promoted cross-selling of goods and services to valued customers.
- **STANBIC ibtc Bank:** I Achieved my monthly target given by the bank, at least 75% of the agree monthly target.
- **NNPC:** Assisting the Human Resource manager in ensuring day to day operations of the pump station goes smoothly from making sure there were adequate stationaries and

equipment's for the engineers to carry out their day to-day work. April 2009 to December 2010

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## **RELEVANT WORK HISTORY**

### **Intern pulse.**

*Product Manager | (Remote) | January 2024 – Present •*

Assist in various tasks.

- Gaining hands on experience in product development.
- Contribute to market research, documentation, and project-related activities.
- Ensuring I meet deadlines to task given.
- Monitoring of ongoing project using software like Slack for team collaboration and Linear for the tracking of the project Miles stone.
- Collaborate with the team, participate in product discussions, and acquire fundamental skills for the future roles.

### **PM4SUCCESS INTERNATIONAL**

*System Administrator trainee/ Project Manager Trainee | Port Harcourt | September 2022 – September 2023*

- **Learning and Training:** Actively engage in training sessions to understand the organisation's systems, network architecture, and relevant technologies. Stay updated on industry best practice and emerging technologies.
- **System Monitoring:** Assist in monitoring the health and performance of computer systems servers, and networks. Use monitoring tools to identify and address issues promptly.
- **Security Measures:** Learn and implement security measures to safeguard the organisation's system and data. This involves understanding and applying security protocols, conducting routine security audits, and addressing vulnerability.
- **System Maintenance:** Assist in routine system maintenance tasks, including software updates, patches, and system backups. I learn to perform these tasks efficiently to ensure the stability and reliability of systems.
- **Documentation:** Develop documentation for system configurations, procedures, and troubleshooting guides. Maintain accurate records of configurations and changes made to the system.
- **Collaboration:** Work closely with other IT professionals, such as network administrator's database administrators, and support staff. Learn to collaborate effectively within a team environment.
- **Learning IT Policies:** Familiarize my self with and adhere to the organization's IT policies and procedures. Understand the importance of compliance and data protection,

- Project Participation: Learning about the ongoing milestones of the projects, conduction surveys and scheduling meetings with stakeholders and executives to give feedback of the ongoing project.

### **CYQUEM VENTURE VENTURE LIMITED**

*Accountant/Administrative Support Officer | Warri February 2016 - September 2022*

- Maintain accurate and up-to-date financial records by recording daily transactions, including purchases, sales, receipts, and payments.
- Ensure compliance with tax laws and regulations. Prepare and file tax returns and stay updated on changes in tax regulation.
- Reconcile bank statements, accounts payable., and accounts receivable to ensure accuracy and resolve discrepancies.
- Balancing of daily sales accounts after the close of day business
- Ensuring the confidentiality and security of sensitive information of our customers
- Support with customers inquiring and provide support as needed.
- Support various projects by coordinating activities, tracking progress, and ensuring deadlines are met.
- Utilize administrative Microsoft suits and financial software e.g. Sage, Sybase for efficient record-keeping and task management.

### **STANBIC IBTC BANK**

*Direct Sales Agent | Warri | August 2013 - December 2015*

- Built and maintained strong relationships with customers via phone and email.
- Open new personal and non-personal accounts and provide access to automated banking machines. Telephone banking, and online banking services.
- Promotes the sale of deposit, investment, credit, and loan products and services.
- Research and evaluate loan applicant's status's references, credit, and ability to repay the loans.
- Recovery of bad debts
- Resolving of customers issues

### **NIGERIA NIATIONAL PETROLEUM COOPERATION**

*Assistant Administrative Officer | Lokoja | April 2009 - December 2010*

- Point of contact for receiving of guest, greet visitors, ascertain the nature of business, and direct visitors to the employer or appropriate person
- Open and distribute incoming regular and electronic mail and other material and coordinate the flow of information internally and with other departments and organizations.
- Schedule and confirm appointments and meetings with the executives.
- Order office supplies and maintain inventory, ensuring there were adequate supplies for daily usage of the pump station.
- Answer telephone and electronic inquiries, and relay telephone calls and messages back to the head office for continuous assessment.

- Compilation of monthly reports, stock taking at the end of the month, Monthly stock taking • Join team checkup of pipeline right of way axis.
- Typing of the office documents e.g. Microsoft suits, Excel. PowerPoints

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## EDUCATION

<b>2024</b>	<b>MASTER'S DEGREE IN GUIDANCE &amp; COUNSELLING PSYCHOLOGY. (INVIEW)</b> University of Benin Ugbowo, Nigeria
<b>2013</b>	<b>MASTER'S DEGREE IN ENERGY AND PETROLEUM ECONOMICS</b> Delta State University Abraka, Nigeria
<b>2008</b>	<b>BACHELOR'S DEGREE IN SCIENCE IN ECONOMICS EDUCATION</b> Ambrose Alli University, Ekpoma Edo State, Nigeria

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## CERTIFICATES

• Google IT Support certificate | HRCI Human Resource Associate Certificate | Google Project Management Certificate | Intuit Academy Bookkeeping | Certificate CVS Health Call Center Customer Service |