**OZUAH OGOCHUKWU** `

**Address:** No. 23 Jasfa Garden Road Jeun 3 Masaka, Nasarawa State.

**Mobile**: +2348060664412 **E-mail:**[ogoozuah@gmail.com](mailto:ogoozuah@gmail.com)

**Date of Birth:** 25th September 1989, **State:** Anambra, **Sex:** Female, **Marital Status:** Married.

**PERSONAL PROFILE**

*A motivated, adaptable and responsible graduate seeking a position in a reputable organization where quality service, standard innovation, teamwork and best practices are an integral of its activities. I have a methodical, customer-focused approach to work and a strong drive to see things through to completion.*

**WORK EXPERIENCE**

**Universal Teller Union Bank 2016-date**

***Responsibilities:***

* Handle all over the counter collections.
* Process all customer requests within the standard turnaround time.
* Attend to written inter-account transfer instructions.
* Process payment collections on Remita, Pay direct, Western Union, MoneyGram, Ria, Wari, Union Collect etc.
* **Society for Family Health Abuja** **2015- 2016**

**Position:** Volunteer, interpersonal communication Conductor (IPC)

***Duties and Responsibilities:***

* Educate people about female condom and demonstrate its correct usage.
* Distribute samples and give negotiation skills training to FSWs.
* Assist in distributing innovative IEC materials like female condom demonstration flip charts.
* **Center for Family Health Initiative Abuja**  **February 2014-April 2014**

**Position:** Volunteer (HIV testing and counseling)

***Duties and Responsibilities:***

* Conducted HIV pre and post-test counseling and maintained confidentiality.
* Administered finger stick tests to detect HIV antibodies.
* Provided health education and individual risk reduction counseling.
* Conducted test result disclosure and post disclosure counseling.
* Offered clients local community and medical referrals as needed.
* Documented all required information for reporting.

**2013–2014 Program Officer11 (NYSC) National Agency for the Control of AIDS (NACA) ABUJA**

***Responsibilities:***

* Participated actively in the development of HIV/AIDS prevention programs for general population and Most at Risk population (MARPS).
* Provided administrative support by maintaining paper based records and electronics files.
* Coordinated correspondence for NACA programs coordination Department.

**EDUCATION/QUALIFICATIONS**

**2013-2014 National Youth Service Corps (NYSC) FCT Abuja**

**Discharge Certification**

**2010-2012** **Federal Polytechnic Birnin Kebbi Kebbi State**

**HND** Microbiology /Biochemistry

**` (UPPER CREDIT)**

**2007-2009 Abdul Gusau Polytechnic Talata Mafara Zamfara State**

**ND** Science Laboratory Technology

**(LOWER CREDIT**)

**2009 Notre Dame High School Abatete Anambra State**

Senior Secondary School (NECO)

**1996-2001 Ahor Primary School Asaba Delta State**

First School Leaving Certificate

(**DISTINCTION)**

**CORE COMPETENCES**

* Self-confidence, discipline, Service and Result –oriented
* Strong communication negotiation and persuasive skills
* Ability to function effectively within a team
* Ability to remain calm and focused under pressure and during conflict situations.
* Ability to listen and probe customer responses effectively to ensure proper understanding of needs.
* Highly organized and able to plan ahead and prioritize
* Independent, socially confident, quick to establish rapport and build credibility with customers.
* Ability to work creatively and independently, with minimal supervision
* Substantial knowledge in computer basics, Microsoft word, excel and power point.

**TECHNICAL SKILLS**

* Demonstrate high level of computer literacy- able to capture/update customers database
* Time management
* Ability to multi task
* Proficient in Microsoft word, excel, power point etc.

**PERSONAL COMMUNITY DEVELOPMENT PROJECT (NYSC)**

Sensitization campaign on free HIV/AIDS Counseling and Testing in Ankape community

Abuja Municipal Area Council, FCT Abuja.

**ACTIVITIES/ACHIEVEMENTS**

* Conducted HIV pre and post-test counseling and maintained confidentiality
* Administered finger stick tests to detect HIV antibodies
* Provided health education and individual risk reduction counseling
* Conducted test result disclosure and post disclosure counseling
* Over 100 people were counseled and tested for HIV, 2 people were confirmed positive, a mother and a female child who were Offered local community and medical referrals as needed

**AWARDS/CERTIFICATES OBTAINED**

2017 Best Teller Abuja Region Award Certificate

2014 National Youth Service Corps (NYSC) Discharge Certificate

2014 National Agency for the Control of AIDS (NACA) Letter of Commendation

(The Presidency)

2013 Skill Acquisition and Capacity Building Certificate of Completion

2007 Amani Computer Training School Certificate of Completion

**TRAINING / WORKSHOPS ATTENDED**

* Fraud Awareness Training (Stanbic IBTC Bank) 2016
* Basic Banking Operations Training (Stanbic IBTC Bank) 2016
* Security Awareness Training (Stanbic IBTC Bank) 2016
* Trained as Interpersonal communication conductor (IPC) on Female condom 2014
* Gender Assessment workshop on Data collection 2013
* Participated in the development of slides for implementing HIV prevention programs for general population and MARPs 2013
* Trained on Skill acquisition and capacity building (NYSC) 2013
* Three months computer training in computer packages 2007

**HOBBIES AND INTEREST**

I enjoy challenges, reading non-fiction books, researching, solving problems, and socializing with friends and family.

**REFEREES:**

AVAILABLE ON REQUEST.