**MARYANN ADAEZE IFEANYI BSc, IBM**

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PROFESSIONAL SUMMARY

Professional Customer Service Personnel, Administrator and Human Resource personnel in view with over 4 years hands-on experience in process management, employee relations, learning and development, , general office administration, problem resolution, IT customer support, performance management, and employee engagement. A continuous learner always seeking oppunitity for growth and development.

SKILLS

* Customer Service
* Problem Resolution
* Administrative Expert
* Payroll Management

PROFESSIONALEXPERIENCE

Waya Multi Link Technology Limited, Allen-Ikeja Lagos, Nigeria (Financial Technology And E-Commerce)

**Customer service Expert (Team Lead)** June 2019 – Till Date

• Maintain a professional and friendly approach to all customers and Associates

• Robust understanding on financial technology, product operations, objectives and CRMs.

• Coach, train and guide new customer service team and less experienced team members in and other branches.

• Track and follow up open cases for quick resolution on the CRMs.

• Answer all client questions, incoming calls, monitor and forward emails.

•Redirect phone calls to the appropriate department for escalation and problem resolution.

• Monitor daily workflow and procedures are correctly followed.

•Generate new and updating existing accounts on the CRM software.• Identify system and workflow improvements to enhance the team’s efficiency.

• Assist in scheduling and interviewing for the role of a Customer service in the company’s various branches.

Opay**,** GRA - Ikeja, Lagos, Nigeria (Financial Technology)

**Human Resource Assistant/ Administrative Officer**

March 2018 – June 2019

* Recommended and formulated companies policies in compliance with the Nigerian labour law.
* Co-ordinate Performance management by directing employee to set goals in line with organizational goals.
* Recruited, hired and oversaw staff by Conducting job interviews, conducting exit interviews,leading onboarding sessions and Developing job descriptions.
* Enhanced team workflows and employee job satisfaction by coordinating communication between managers and employees.
* Improved team morale by resolving inquiries on new hire initiatives and employee workforce matters.
* Educated management on successful policy implementation and enforcement actions.
* Directed and controlled various benefit programs, including medical, Entertainment and other benefits.

Target Systems Limited ,Surulere Lagos Nigeria (IT Company)

**Executive Personal Assistant** February 2015- March 2018

* Act as the point of contact between the manager and internal/external clients
* Screen and direct phone calls and distribute correspondence
* Handle requests and queries appropriately
* Manage diary and schedule meetings and appointments
* Make travel arrangements
* Take dictation and minutes
* Source office supplies
* Produce reports, presentations and briefs
* Devise and maintain office filing system.

Internal Audit, University of Calabar Nigeria (NYSC)

**Administrative Assistant (NYSC)**

November 2013 - November 2014

* Prepare, audit and supervise all financial reports, and employee’s salary payroll.
* Ensure the maintenance and improvement of the unit’s standards by seeking further training guidance and skills development.
* Ensure all assets purchased by various departments of the institution are check mate and recorded for account purposes.
* Collaborate with accounting and finance team and preparing financial statements on a monthly basis.
* Maintain records of all data and evaluate it to recommend for final disbursement by the bursary department.

EDUCATION

Imo State University, Owerri Imo State 2012

Bachelor of Science (B. Sc.): Economics

Second Class Honours

Blessed Assurance College Ijegun Alimosho Lagos State 2008

Senior Secondary School Certificate (WAEC)

Elyon High School Egbe-Liasu Road Ikotun Lagos State 2002

First leaving certificate

ACHIEVEMENT, TRAINING, AND CERTIFICATIONS

* Led over 100 students to organize a workshop at University of Calabar 2013
* Sales training at Ikeja city mall (Shoprite) , Nigeria 2014
* International Business Management 2020
* Phone base Customer service relation LinkedIn 2020
* Nigerian Content Development & Monitoring Board Stakeholders training 2020

**PERSONAL DATA**

**DATE OF BIRTH: 28th December, 1988**

**SEX: Female**

**STATE OF ORIGIN: Imo State**

**MARITAL STATUS: Single**

**NATIONALITY: Nigerian**