

## OSSAI OMUCHA GRACE

Dada Ebiye Way, Meiran Alagbado, Lagos State, Nigeria  
ossaigrace542@yahoo.com | +2348162195683, +2348117289690

### PROFESSIONAL SUMMARY

Grace is an experienced and reliable customer service and human resource officer with extensive experience, providing topnotch assistance both in public and private sector settings. She has positive attitude and openness to work, patience, adaptability, intellectual, leadership ability, integrity, likeability, competence, courage and inner strength are the virtues she possesses. Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with colleagues and clients. Her genuine interest lies in Human Resource Management, Sales and Marketing, Account Management and Customer Service Delivery.

### CORE COMPETENCIES

- Excellent Talent Management Skills
- Strong work ethics and advocacy skills
- Excellent in General Computing (Microsoft Word, etc) (Second Class Division)
- Good Research skills (Qualitative and Quantitative)
- Proficient Team Player
- Proficient written and oral communication skills
- Action-oriented, goal-driven
- Highly collaborative skills
- Public speaking/presentation
- Innovative and creative approach to problem-solving
- Excellent time manager
- Customer service
- Open field/Corporate sales
- Relationship management

### PROFESSIONAL EXPERIENCE

#### Sales/Branch Manager

#### Bride's on a Budget Nigeria (BOABN)

(June 2020 - February 2021)

- Sales planning, meeting sales goals and forecasting sales result for each month and managing account record.
- Provide counselling, consultation and support on the best dress that fits most.
- Perform duties such as communicating and selling to customer needs, as well building/retaining customer relationships and referrals.

**OSSAI OMUCHA GRACE**

Dada Ebiye Way, Meiran Alagbado, Lagos State, Nigeria  
ossaigrace542@yahoo.com | +2348162195683, +2348117289690

**Customer Care Service**

**Custodian Life Assurance Limited, Ikeja Agency Office. (October 2016)**

- Sourcing for customers and retaining them to buy assurance policy.
- Resolve customer complaints and consistently meet performance benchmarks in all areas (Speed, accuracy and volume).
- Identify and forward recurrent issues to supervisors.
- Ensure customer satisfaction and retention.

**NYSC - Class Teacher/Tutor (June 2019 – May 2020)**  
**Government Girls Secondary School, Old Airport Minna, Niger State.**

- Conducted tutorials to help build students' reading and writing skills.
- Supervised weekly attendance of class students to avoid absenteeism.
- Provided re-integration services for mentally ill individual.

**Jumia Consultant and Trainer/Educator (October 2018 – Present)**  
**Jumia Nigeria**

- Engaged in training of new agents to become a fully empowered businessman and businesswoman.
- Designed a model to provide excellent knowledge and skills both to agents and to customers.
- Involved in team-work service and group work services.

**VOLUNTARY/LEADERSHIP WORK EXPERIENCE**

**Assistant Presiding Officer (APO)**

**INEC Ad-Hoc Staff (March 2020)**

- Complied with any instructions from the Returning Officer and supervised the Poll Clerk(s) at the polling station.
- Maintained the secrecy of the ballot and ensured that all electors are treated impartially and with respect.
- Oversaw the polling station, completed the ballot paper account, associated paperwork and disseminated the calculated and signed results to the party representatives.

**Corper Liaison Officer**

**NYSC- Government Girls Secondary School Lodge, Minna, Niger State (August 2019 –May 2020)**

- Acting as contact point for all agency or organization personnel as well

## OSSAI OMUCHA GRACE

Dada Ebiye Way, Meiran Alagbado, Lagos State, Nigeria  
ossaigrace542@yahoo.com | +2348162195683, +2348117289690

the primary point of assignment (PPA).

- Keeping list of the agencies or personnel representing the person, agency or organization.
- Ensuring rules and regulations are met by the corpers and facilitating meetings and cooperation among corp members, agencies/school.

### Executive Vice President

Winners Campus Fellowship, The Polytechnic, Ibadan (September 2017 – August 2018)

- To secure the posterity of the Living faith church worldwide by our conduct in uniformity of standard at all levels of the fellowship in line with the commission.
- Promote unity and help restore the sanity of the dejected as well as solicit/raise bursary funds for school fees of the needy.
- Spiritually influence the academic performance and environment by conducting tutorials for students.

### OTHER INFORMATION AND ACHIEVEMENTS AND AWARDS

- Acknowledgment and appreciation award as one of Jumia's Best Consultant in Lagos Nigeria.
- Female highest goal scorer at Queen's Cup football competition at The Polytechnic, Ibadan, Oyo State.
- Counsellor and reader.
- Researcher and Traveller.

### EDUCATION

The Polytechnic Ibadan, Oyo State Nigeria (2018)  
*Higher National Diploma IN Accounting (Lower Credit)*

Ijaiye Ojokoro Senior High School II, Alagbado, Lagos State. (2010)  
*West African Senior Secondary School Examination Certificate (WASSCE)*

Agbado Ijaiye Primary School, Alagbado, Lagos State. (2004)  
*First School Leaving Certificate*

### REFERENCES

Available on request.