

IBELEME, GRACE CHIAMAKA

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PROFESSIONAL PROFILE

A committed and driven HND Library and Information Science graduate and Customer Relationship Manager with broad set of skills that cut across administration, customer service and other sectors, coupled with a vast knowledge in information and communication technology, having over 3years experience in administration, client relation, as well as teaching theories and practices, utilizes sound organization and planning skills to deliver assignments within set time-frames and to a high-quality standard. Focused on achieving the organizational targets through hard work and keen attention to details.

EDUCATION AND QUALIFICATIONS

HND Library and Information Science (Federal Polytechnic, Nekede Owerri, Imo State) **2017 SSCE**
WAEC (Girls' Secondary School, Umuahia, Abia State) **2011**

Other

- Certifications:**
- National Youth Service (NYSC) Discharge Certificate – **2019**
 - Chartered Institute of Customer Relationship Management Certificate – **2019 (in view)**

ASSOCIATED EXPERIENCE

March – July 2021 Data Collection Officer, Ahioma Virtual Market

Collection of Data.

Registration and Onboarding of Clients to our Virtual Market.

Organizing Document in power point slides.

July – September 2017 Sale's Person, Assorted Bar & Eatery

Render excellent customer services to ensure satisfaction.

Monitor Sales rate of fast moving products.

Reduce the rates of sales lost by carefully handling and evaluating inventory and out of stock products.

July 2018 – June 2019 CLASS INSTRUCTOR (NYSC), St. Ene Precious Academy, Akpaabuyo, Cross River State.

Taught Literature to secondary school students, prepared lesson plans and curriculum, administered tests/examinations and evaluated results.

Improved the student's academic performance by taking them on the uses of library.

Assisted with the smooth running of the school and the academic achievement of the students.

Jan 2015 – Sept 2015 RECEPTIONIST / SALES PERSON, Urch Communication, Umuahia, Abia State.

Provide excellent customer service to ensure customers' satisfaction.

Present and recommend our products to customers for sales.

Improved product availability by monitoring sales rate of fast-moving products using data, and making timely requisition.

Curbed the rate of sales lost by evaluating inventory and out of stock products.

July 2013 – Nov 2013 LIBRARIAN (Industrial Training), Abia State Library Board, Abia State.

Assisted patrons by providing book recommendations based on interest, feedback, and answered questions about materials and information.

CORE SKILLS AND COMPETENCES

- Microsoft Office Packages
- Attention to detail
- Excellent Communication Skill
- Customer Service and Relation
- Administrative Support Skill
- Sales and Marketing Savvy
- Conflict Management Skill
- Report Writing Skill
- Good Public Relations Skill

REFERENCES:

[Available upon request]