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| **IMMACULATE OCHANYA EMMANUEL** **Mailing Address:** Igueve Hotel lane, opposite Guarantee Trust Bank, Makurdi, Benue **Phone:** 08103097568, 07067044198 **Email:** emmanuelimmaculate63@gmail.com **BIO DATA**Date Of Birth – 25/04/1994State Of Origin – BenueLocal Government Area – AdoMarital Status – SingleSex - Female**PROFESSIONAL SUMMARY** I Posses excellent communication skills with a keen eye for details. I am fast learners and quick to pick new skills, whilst serving as an excellent team player. I have a determination to further my skills and development while achieving set organizational goals.   **EDUCATIONAL QUALIFICATIONS** * **NCE – English Double Major**  **2013 - 2016**
* Benue State College of Education, Oju
* **West Africa Senior School Certificate 2007 – 2012**
* Ben Secondary School, Otukpo Benue State
* **First School Leaving Certificate**  **2002 – 2007**

St. Joseph Nursery & Primary School, Otukpo Benue State **CORE COMPETENCIES AND SKILLS** * Excellent Time Management  Analytical and Creativity skills
* Excellent Team member  Proficiency in MS Office (Word, Excel,)
* Spoken proficiency in English,

 Hausa, Yoruba & Idoma   |
|  **WORK EXPERIENCE** **FIDELITY BANK PLC – Benue [January 2020 – October 2021]** **Customer Service Officer** * Attending to and providing solutions for dissatisfied customers
* I periodically create and provide solutions based information to suit customers’ needs

I proactively assist customer’s where necessary and guide them through new services**Service Teller****.** Handling routine tasks like accepting deposit, processing payments and disbursing withdrawals to customer.**SUCCESS ACADEMY INTERNATIONAL SCHOOL – Benue [2016 – December 2019]** **Class Teacher** * Administered and developed subject-specific assessments for the purpose of assessing student competency levels and developing individual learning plans.
* Advised Parents and legal guardians of student progress for the purpose of communicating expectations, student's achievements and developing methods for improvement.

**BEN SECONDARY SCHOOL – Benue [January 2012 – April 2013] Class Teacher** * Assessed student progress towards learning targets, objectives, expectations, and goals through tests and examinations.
* Counseled students for the purpose of improving performance, health status, appropriate behavior, problem-solving techniques and a variety of personal issues.

**CONTINUOUS PROFESSIONAL DEVELOPMENT**  * Catering and Nutrition – **Evergreen Skill Acquisition 2018**
* Certificate of Achievement in integrated and management system **2020**
* Certificate of Achievement understanding digital business transformation  **2020**

**HOBBIES** Reading, Teaching and Singing Referee: Bar,TEMITOPE OLUWATOYE.07062662096  |