**Victoria Bitrus (F)**

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**SUMMARY**

Resourceful, result-driven, and passionate about learning new purposeful skills to grow professionally. An accommodating team player who is also enthusiastic about an individual-oriented atmosphere, quickly adapting to the dynamics of my organization. A strong believer in time management and meeting deadlines- with a positive and open-minded approach.

Fluent in English and Hausa languages.

**SKILLS**

* Critical Thinking & Problem Solving
* Fast & Adaptive Learner
* Office Administration
* Education Management
* Customer Relationship Management
* Microsoft Office Proficiency
* Sales and Marketing

**EXPERIENCE**

Access Bank, Kano 2016 - Present

ROLE: **Transaction (Customer Care Officer)**

* Respond to both online and offline messages.
* Act as point of first contact for both new and existing customers.
* Filing of pending, treated and closed files/documents.
* Perform other administrative tasks and procedures as mandated by supervisor or branch head
* Ensure top quality service delivery to customers at all times while upholding the bank’s core values and adhering to global best practice.

GGDSS Bungudu, Zamfara 2015 - 2016

ROLE: Tutor (National Youth Service Corps Program)

* Prepared subject plans, tutor students.
* Attended school board meetings and suggest new ways to monitor student attendance & improve performance.
* Participated in planning & organization of school sports program.
* Participated in training, supervising & grading student examinations.
* Performed other tasks relevant to smooth running of school activities as assigned by the

principal.

PHCN, Yola 2011 – 2012

ROLE: **Intern (SIWES Program)**

* Office administration
* Kept front-desk tidy at all times
* Report preparation and presentation

**EDUCATION**

Federal Polytechnic, Mubi 2013

Higher National Diploma: Business Administration & Management (Upper Credit)

Federal Polytechnic, Mubi 2010

National Diploma: Business Administration & Management (Upper Credit)

**Federal Government College, Ganye** 2007

Senior School Certificate (WASSCE)

**Police Children School, Karewa** 2000

First School Leaving Certificate (FSLC)

**TRAININGS/CERTIFICATIONS**

NIGERIAN INSTITUE OF MANAGEMENT MEMBERSHIP (IN VIEW)

NAITONAL TEACHERS INSTITUTE P.G.D.E

DIPLOMA IN COMPUTER

**INTERESTS**

Teaching & Learning

Meeting people.

Research.

Travelling

**REFERENCES**

**Available on request.**