

JOYCE, OJONUGWA EJIGA

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CAREER OBJECTIVE

Gorunded and solution-oriented young and dynamic individual with a great zeal for learning and honing those skills that will make me valuable to a performance-driven and diverse work environment relating to the field of education and other industries. I am open-minded, resourceful and analytical with good commuincatrion skills To be part of a team poised to meet expectations and organizational goals and to enhance my professional skills in a dynamic and stable workplace.

SKILLS AND EXPERTISE

- Excellent Communication skills
 - Organizational skills
 - Interpersonal skills
 - Emotional intelligence
 - Computer and technology Knowledge
 - customer service skills
 - Self-motivated
 - Time management skills
 - Quick thinking
 - Analytical skills
 - Strategic planning
 - Negotiation skills
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WORK EXPERIENCE

Financial Advisor – First Bank insurance, Lokoja Kogi state **2018 till date**

- Talking to clients to determine their expenses, income, insurance coverage, financial objectives, tax status, risk tolerance, or other information needed to develop a financial plan.
- Answering client questions about financial plans and strategies and giving financial advice.
- Advising strategies for clients in insurance coverage, investment planning, cash management and other areas to help them reach financial objectives.
- Advising Customers on how they can better manage their Finance.

Account Officer (NYSC) - Government House, Dutse, Jigawa State. **Oct 2015-Sept 2016**

- Prepared payment Vouchers(salaries and daily expense)
- Saddled with the role of Record Keeping
- Processed promotion and retirement payments.
- Reconcile accounts with the general ledger and handle general account queries
- Contact clients about invoices that are past due

Marketing Officer/Business Relationship Officer

August 2013-Sept 2015

QUALBA SERVICES, Lokoja, Kogi State

Marketing officer

- Prospecting, Getting Appointment and establishing relationship with the client
- Identified the problems the client has that our products or services will solve.
- Presenting our products or services as the solution Closing/Ensuring the sale

Business relationship officer

- Analyzed the Competitive Status of each business to determine what kind of Relationship to be maintained
- Recommend the services to be rendered in order of implementation priority.
- Identify interdependent Business Opportunities that will foster true Culture of Exchange
- Create plans for those businesses in terms of development plan, operational, structural (leadership & management) plan, and Reward/incentive system plan.

EDUCATION

Post Graduate Diploma in Customer Relationship Management

MAY 2016

B.sc Mathematical Science (Computer Science option)

JUNE 2015

Kogi State University Anyigba, Kogi State

PROFESSIONAL TRAINING AND CERTIFICATION

- **Chartered Institute of Customer Relationship Management (CICRM) Associate Member**
 - **Young African Leaders Initiative (YALI Network)**
 - **Industrial Training** Confluence Cable Network (CNN), Lokoja, Kogi State.
 - **Computer Proficiency** Royal Image Computer College, Lokoja, Kogi State. **Diploma Certificate.**
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PROFICIENT LANGUAGES

- English
- Igala
- Hausa
- Yoruba