**OKEKE MARYANN AMAKA**

House No: 15 Kafin- Tella Tunga Minna Niger State

+23408054006007, [+23409030958723| niebella26@gmail.com](mailto:+23409030958723| niebella26@gmail.com)

**Objective**

Dedicated to maximising customer satisfaction through the use of professional and organized approaches. I am driven and eager to apply knowledge and skills to make positive contributions and achieving organisation set goals. Energetic and learn quickly while being a flexible, supportive and hardworking team player focused on boosting efficiency and productivity.

**Personal Details**

* **Date of Birth:** 26 / 03 / 1995
* **Marital Status:**  Single
* **State of Origin:** Anambra
* **Local Government Area:**  Njikoka

**Education**

* **Federal University of Technology Minna** 2014-2019

**Entrepreneurship and Business Studies (B.Tech)**

* **Hill Top Model School, Minna** 2005-2011

**Senior School Certificate Examinations**

* **Challenge Nursery/Primary School ( SSCE )** 1999-2005

**First School Leaving Certificate**

**Experience**

**Independent National Electoral Commission ( INEC )** May November, 2018

**Internship**

* Sorted, organized and retrieved files for staff.
* Recorded payment vouchers.
* Kept both physical and digitized records organized for easy updating and retrieval by authorized staff.
* Used computer systems such as Microsoft Word and Excel to archive and update paper records electronically increasing usability and office organization.
* Collaborated in professional teams to solve administration issues leading to higher efficiency and productivity.
* Participated in trainings and campaigns.
* Participated in the training of other interns.
* **National Examinations Council ( NECO** ) January, 2021 – November 2021

**National Youth Service Corp ( NYSC )**

**Attended to clients with various complaints;**

* Correction of date of birth on their results/ certificates.
* Correction of names on their results/certificates.
* Confirmation or Verification of results.

**Skills**

* Excellent communication and social skills.
* Good customer relations.
* Team management.
* Time management.
* Proficiency in the use of computer applications.
* Professionally adhere to corporate etiquette.

**Projects**

* **Unpublished Articles**

The impact of e-commerce on improving customer satisfaction ( a study of Jumia customers in Minna).

**Language**

* English, Igbo and Hausa.

**Referees**

On Request.