

# FAVOUR AMARACHI

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## ADMINISTRATIVE / CUSTOMER SERVICE OFFICER

### PROFESSIONAL SUMMARY

Dependable admin/customer service officer possessing excellent communication and time management abilities and offering **a year experience** in related roles, as well as passion for improving service delivery, enhancing knowledge and exceeding expectations.

Manages office supplies, organizes correspondence and maintains liaison with other departments. Methodical and detail-oriented individual with expertise in transcribing minutes, managing calendars and filtering emails.

### SKILLS

- Process optimization
- Office administration
- Spreadsheet management
- Meeting minutes
- Report Development
- Organizing Mail
- Business correspondence
- Administrative support
- Good communications skills
- Microsoft Office
- Organization skills
- Attention to details
- Complaint resolution
- Creative problem solving
- Good listening skills
- Customer service
- Time management

### WORK HISTORY

Jan 2019 - Feb 2020

#### Teacher (NYSC)

Iwerre College, - Warri, Delta

- Communicated frequently with parents, students and faculty to provide feedback and discuss instructional strategies.
- Planned and implemented integrated lessons to meet national standards.
- Supervised learning groups of students in classroom stations.
- Implemented creative ways to foster curiosity for complex principles through hands-on learning and planned activities.
- Devised and implemented strategies to create and maintain cohesive school community within virtual classroom setting.
- Directed after-school tutoring and mentoring program serving elementary school students.

Jan 2014 - Apr 2015

**School Receptionist**

Superior International School, -  
Aba, Abia

- Confirmed appointments, communicated with parents and updated client records.
- Answered central telephone system and directed calls accordingly.
- Managed multiple tasks and met time-sensitive deadlines.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Checked-in visitors, distributed visitor badges and managed logbooks to comply with security initiatives.
- Provided clerical support to company employees by copying, faxing and filing documents.

## EDUCATION

**Bachelor of Science: Business Management**

Ebonyi State University | Ebonyi  
Second Class Lower Division

2014

**SSCE**

Immaculate Child Christian School, | Aba

2009

**FSLC**

Golden Child Nursery and Primary School | Aba

## LEADERSHIP ROLES

Secretary, 2021  
Gender Vanguard CDS group,  
National Youths Service Corps/ Delta State.

Vice- President, 2019  
Platoon 3, National Youths Service  
Orientation Course (2019 Batch C Stream II).

Financial Secretary, 2017- 2018  
Ushering Unit,  
Living Faith Church Ishieke.

Treasurer, 2016-2017  
National Association of Business Management,  
Ebonyi State University.

## REFERENCE

Available on request