

EMMANUEL EMMANUELLA MAKUOCHUKWU

32, Regal Sea View Estate , Lekki, Lagos.

Phone: 0816 946 7573

E-mail: eemmanuella32@yahoo.com

INFORMATION

Date of Birth - 13th April, 1993

Marital Status – Single

Sex - Female

SKILLS

Strong Interpersonal and communication skills.

Problem analysis and problem solving skills

Organizational and customer service orientation skills

Adaptability and ability to work under pressure.

LANGUAGES

PROFILE

I am an affable personality and I delight in carving a niche for myself where necessary. I accept challenges and ensure that solutions are provided to forestall against such challenges expeditiously.

My objective is to join an organisation that offers a constructive workplace for career advancement and fulfillment on the job which would eventually afford me an opportunity to exhibit and maximize my potentials. Also, I want to justify my monthly remuneration by rendering a value for money services to customers as the need arises, by being punctual, dependable and accountable to my subordinates in the discharge of my duties.

WORK EXPERIENCE

DIAMOND BANK PLC./ACCESS BANK PLC.

(Front Desk Officer)

November 2018 – Till date

DUTIES

As a Front Desk Officer my duties entails:

- Making customers feel at home by welcoming and attending to their issues promptly.
- Receive and distribute mails.
- Attend to enquires from customer/clients.
- Organize customers in queue in other to reduce waiting time.

ACCESS BANK PLC

Retail operations(Transaction officer private banking)

DUTIES

- Handling customer's financial transactions like deposits, withdrawals, transfers, money orders and checking.
- Counting cash, managing the ATM deposits, balancing the vault and cash drawers at the end of the day, clearing cheques, initiating bank drafts, provide balance and account information.
- Resolving complaints or account discrepancies, tracking, recording, reporting and storing information related to bank transactions, supplies and customers.
- Handling confidential information in a responsible manner
- Processing PTA(personal travel allowance) for customers.

NECOM HOUSE (Old Nitel / Mtel Building, Marina Lagos)

(Personal Assistant to the General Manager / Property Head)

May 2016 – August 2018

English
Igbo

HOBBIES

Reading
Listening to Music
Dancing
Aerobics

DUTIES

As the Personal Assistant to the General Manager my duties entails:

- Compilation and review of daily and weekly reports/issues from tenants in the building.
- Advising all the tenants in the building on any matter arising from the management and any other development.
- Processing of tenants request as regards to any repairs in the building.
- Coordinating of weekly/monthly meetings between representatives of each floor and the Necom house management.

MINISTRY OF ECONOMIC PLANNING & BUDGETING

Ibadan, Oyo State.

National Youth Service Corp (NYSC) Scheme

(Accounts Department)

November 2014 – October 2015

DUTIES

As a member of the account team I was involved in the;

- Budget preparation and presentation
- Cash Flow Management
- Inventory Management
- Financial Forecasting
- Trend Analysis
- Account Receivables and Payables
- Documentation of capital expenditure projects
- Collation of report on a quarterly basis

ACADEMIC QUALIFICATIONS

Madonna University, Okija.

BSc. (Hons) Economics (2nd Class Lower Division)

2010 - 2013

Hopebay College, Lagos.

Senior School Leaving Certificate

2004 - 2009

Cedec Primary International School, Lagos.

Primary School Leaving Certificate

1997 - 2003

--	--