

AMAKA IGWE

PERSONAL DETAILS	
Nationality	Nigerian
Date of Birth	July 7 TH 1992
Gender	Female
Contact Details	Amakaigwe25@Gmail.com
Address:	No 10 Tosin Adelewo Idado Lekki
(Phone number)	08064118250

EDUCATION	
Educational Qualification Institution/ Degree/ Dates	Enugu state university of science and technology Nigeria Graduated 2014 B.Sc. (Hons.) Applied Microbiology (2nd Class)

EMPLOYMENT HISTORY (With Dates)	Employer/Position/Key Responsibilities
1. July 2019 - August 2020 Position: HR/Admin Supervisor	EMPLOYER: SPRINGROCK GROUP ROLES & RESPONSIBILITIES: Recruiting and Onboarding Support recruitment processes including assisting in scheduling interviews for potential new hires. <ul style="list-style-type: none">Organizing and managing new employee and consultant onboarding and orientation.Makes security and health briefing for all incoming visitors or expat personnel to Lagos Office

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Employee Services

- Enroll employees in the Healthcare and Pension plan.
- Manage and maintain employee records (Electronic and paper copies).
- Ensure Expats have adequate supply of malaria preventive medication (Malanil) and ensure stock for Malaria kits are valid and of adequate quantity.
- Provide Human Resources Management Services to 5C Limited
- Plan and organize company events and activities.
- Facilitate and organize employee engagement sessions; Team Building Session, Business Review Session, End of Year outing

Administration

- Ensure timely processing of timesheets, boarding passes for domestic and international travel tickets for consultants to enable Finance team prepare invoices for clients as at when due.
- Coordinate all travel ticket bookings, logistics and works with The Concierge to make protocol arrangements.
- Manages "Meet and Greet" of all incoming Expats providing in a timing manner the needed information to The Concierge and ensuring that they conduct the service to our expectations
- Manages the security personnel from Halogen and manages CPT.
- Assigns personnel and visitors to Hotels in Lagos Island when there is no space in the guest house and ensure that use of hotel is kept to a minimum. Manages booking for Ikeja transit hotels
- Update all HR Trackers, e.g laptop tracker, malaria orientation tracker, directory, etc
- Facilitate and organize workshops and seminar for SpringRock Group.

SRG Branding and CEO Support

- Ensure Brand Promotion of SpringRock Businesses by creating SpringRock presence and awareness on various social media platforms.
- Build and Post contents on social media, and any other relevant platforms

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	<ul style="list-style-type: none"> • Manage SpringRock internal website content and ensure timely updates of web content. • Prepare Reports by collecting and analyzing Information • Manage and Maintain schedules, appointment and travel arrangements. • Assisted MD's office with special project as needed, overseeing overall maintenance of office culture and employee Morale. • Ensure CEO's calendar is up to date and managed effectively. • Support the CEO and carry out tasks mandated by CEO. • Contributes to team effort by accomplishing related results as needed.
<p>2. Mar 2019-Jul 2019</p> <p>Position: Relationship officer</p>	<p>EMPLOYER: ACCESS BANK PLC</p> <p>ROLES & RESPONSIBILITIES:</p> <ul style="list-style-type: none"> • Establishing, developing and maintaining relationships with existing and potential clients (corporate, commercial businesses, affluent, SME's etc.). • Initiate risk assets line with retail banking lending guidelines. • To drive sales and raise awareness of the finance products to target market's operators. • Generate deposit for the bank • Attend to customers • In charge of reconciling and updating all accounts with accurate and updated information. • Responsible for identifying financial risks faced by the company in order to avoid losses and determine opportunities for the company. • Respond promptly to customer's enquiries • Handle and resolve customer's complaints • Obtain and evaluate all relevant information to handle product and service enquiries • Provide pricing and delivery information • Direct request and unresolved issue to the designated resource • Keep records of customer's interactions, inquiries and complaints.

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<p>3. Mar 2018 - Mar 2019</p> <p>Position: Affluent Banker</p>	<p>EMPLOYER: DIAMOND BANK PLC</p> <p>ROLES & RESPONSIBILITIES:</p> <ul style="list-style-type: none">• Managing of affluent customer's portfolio• First point of contact for customers to enquire about company's products and services.• Generate deposit for the bank• Attend to customers• Respond promptly to customer's enquiries• Handle and resolve customer's complaints• Obtain and evaluate all relevant information to handle product and service enquiries• Provide pricing and delivery information• Direct request and unresolved issue to the designated resource• Keep records of customer's interactions, inquiries and complaints.• Responsible for giving prompt answers to customer queries and enquiries.• Following up on potential customer leads• Upselling and cross selling.
<p>4. Jan 2016 - Mar 2018</p> <p>Position: Customer Service Executive</p>	<p>EMPLOYER: DIAMOND BANK PLC</p> <p>ROLES & RESPONSIBILITIES:</p> <ul style="list-style-type: none">• Upselling and cross selling of the bank's products and services.• Deal with customers by telephone and email correspondence• Respond promptly to customer's enquiries• Handle and resolve customer's complaints• Obtain and evaluate all relevant information to handle product and service enquiries• Provide pricing and delivery information• Direct request and unresolved issue to the designated resource

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	<ul style="list-style-type: none"> • Keep records of customer's interactions, inquiries and complaints.
<p>5. Nov 2015 - Nov-2016</p> <p>Position:</p> <p>Bvn Enrolment Agent(NYSC)</p>	<p>EMPLOYER: DIAMOND BANK PLC</p> <p>ROLES & RESPONSIBILITIES:</p> <ul style="list-style-type: none"> • Enrolling and educating customers on the importance of BVN • Responding to customers' requests and enquiries • Identify and assess customers need to achieve satisfaction • Build sustainable relationships of trust through open and interactive communication <input type="checkbox"/> Take extra mile to engage customers.
<p>6. Feb 2014-Jul 2014</p> <p>Position:</p> <p>Secretary</p>	<p>EMPLOYER: STANTECH LIMITED</p> <p>ROLES & RESPONSIBILITIES:</p> <ul style="list-style-type: none"> • Oversees and take report of the day to day activities of the office which ensures productive office operation • Oversees the operation of office accounts and plans and monitor expenditures as appropriate, coordinates budgets for the office and associated accounts • Serve as the primary point of administrative contact with other offices, individuals and institutions concerning the office. • Perform miscellaneous job-related duties as assigned.

TRAINING/CERTIFICATIONS	
Professional Courses Attended	<p>Neuro Linguistic Program 2016</p> <p>Diamond Bank Academy 2018</p> <p>Basic Selling and Marketing skills 2018 Business Writing and Communication 2018</p> <p>Human Resource Management - Discipline in Organization 2020</p>
	<p>REFERENCE</p> <p>Available Upon request.</p>