

# OKONKWO, IFESINACHI MICHAEL.

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## PROFESSIONAL PROFILE

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A versatile Administrative/Technical professional with the ability to effectively mobilize the required mix of resources needed to achieve organizational goals per time, with a proactive attitude towards tasks, I am committed to delivering optimum quality services at all times. Also, I seek to constantly improve myself through good quality learning experiences and cognate professional exposures, thereby building a respectable professional value.

## WORK OBJECTIVE

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I always seek to work in a result-oriented and challenging environment suffused with self-development opportunities, teamwork, and commensurate reward while dedicating my abilities and skill-set to the attainment of organizational objectives, managerial goals, and personal targets.

## EDUCATIONAL QUALIFICATION

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### 2018: National Youth Service Corps Programme (NYSC)

(NYSC Discharge Certificate)

### 2016: Bachelor of Science Degree in Political Science.

(Second Class Honors: Upper Division)

Nnamdi Azikiwe University, Awka.

## PROFESSIONAL CERTIFICATIONS AND TRAININGS.

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**2020:** Human Resource Management -Managing Employee Performance an online non-credit course authorized by the University of Minnesota and offered through Coursera.org

**2019:** Anti-Money Laundering/Combating the Financing of Terrorism (AML/CFT) Training

**2019:** I-surf Consulting Limited Training/ Certification on Customer Service.

## SKILLS AND EXPERTISE

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- Team Leadership.
- Documentation and control.
- Office Administration and Technical support.
- **Project Management.**

- Training, Development, and Performance Improvement.
- Policy and Procedure Modification.
- Strategic Planning.
- Excellent communication and Data Analytical skills.

## **COMPUTER/I.T. SKILLS**

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- Satisfactory proficiency in MS office suite.
- Social Media Marketing and content creation.

## **CAREER SUMMARY**

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### **2021–PRESENT: TEAM LEAD – COLLECTION UNIT, BLUERIDGE MFB LTD, LAGOS STATE**

- Ensures the unit achieves goals established for the department.
- Planning, directing, evaluating, and supervising workflow.
- Tracking and coaching team members' performance.
- Assisting the Team in ensuring full invoice dispute resolution.
- Working collectively with the team to ensure that the KPI benchmark index on a daily basis is met or exceeded.

#### **Achievements:**

- Increasing the company's KPI benchmark index on a daily basis. And,
- On more than 7 occasions being positioned as the top team lead of my current employer's products and services.

### **2020–APRIL, 2021: TEAM LEAD – VERIFICATION UNIT, BLUERIDGE MFB LTD, LAGOS STATE**

#### **Responsibilities:**

- Minimized resource and time losses by addressing employee or production issues directly and implementing timely solutions.
- Trained new recruits by relaying information on company procedures, safety requirements, and tasks and delivering constructive criticism upon completion of job tasks.
- Established open and professional relationships with team members which helped resolve issues and conflicts quickly.

### **2019–2020: CUSTOMER VERIFICATION OFFICER, BLUERIDGE MFB LTD, LAGOS STATE**

#### **Responsibilities:**

- Reviewed application forms against pre-set criteria regarding qualifications, validity, accounts, and identities;
- Offered friendly and efficient service to all customers and handled challenging situations with ease.

- Participated in continuous improvement by generating suggestions and engaging in problem-solving activities to support teamwork.

**2017-2018: ADMINISTRATIVE SUPPORT STAFF, MINISTRY OF LOCAL GOVERNMENT & CHIEFTAINCY AFFAIRS, PRS UNIT, UYO.(NYSC)**

**Responsibilities:**

- Handled a variety of administrative duties for the PRS Unit director, including engaging to plan the Ministry's mid-term and annual budget.
- Engage in the collection of data and analysis of the Ministry's manpower statistics, as well as data on the inventory of the ministry's assets.

**2016-2017: PERSONAL ASSISTANT TO OFFICER-IN-CHARGE, ANAMBRA STATE INDEPENDENT ELECTORAL COMMISSION, AWKA.**

**Responsibilities:**

- Acted as the first point of contact to the Officer-in-Charge, as well as providing exceptional support to managers and co-workers, hence increasing the overall work efficiency.
- Prepared and organized paperwork and other materials as needed for meetings, conferences, travel arrangements, and reports.
- Established the administrative procedures for tracking staff's daily tasks.

**CONFERENCES, SEMINARS AND PUBLICATIONS.**

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**2018:** A volunteer for the National Agency for the Prohibition of Trafficking in Persons (NAPTIP) walk sensitization against Human Trafficking and Child Abuse.

**2015:** National Conference of the National Association of Political Science Students.

**2013:** Nigeria Students Leadership Forum(NSLF) Conference.

**2012:** Skill acquisition, general entrepreneurship, and career development workshop, Nnamdi Azikiwe University, Awka.

**INTERESTS**

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- Reading, Playing Chess, Football, and engaging in adventurous schemes.
- Administration and Management.
- Customer Service.