

Chidalu Anthonia Ejiamike

Front Desk / Customer Relations Manager



Maitama, Abuja (FCT), 901101



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Enthusiastic and Multi-talented personnel eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of Organization's mission and value and training in specified field(s) for personal development. Motivated to learn, grow and excel in the industry.



Skills

Spreadsheet management
Customer and client relations
Documentation and control
Writing reports
Collaboration/Team Work
Performance improvement
Communication
Proficient in MS Office



Work History

2020-01 - Current

School Administration Officer

Pave Scholars Academy, Kubwa, Abuja (FCT)

- Conferred with educators to identify current classroom concerns and diversify instructional strategies.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Drafted professional memos, letters and marketing copy to support the school's objectives and growth.
- Managed approximately 10 incoming and outgoing calls per day from parents/guidance seeking information about the school or inquiring about their ward(s).

- Part time Phonics Teacher. Teaching Phonics in the primary classes.

2019-04 - 2020-03

Assistant Lecturer

College Of Education, Department Of English, Akwanga, Nasarawa

- Participated in monthly faculty meetings and contributed to curriculum review.
- Supported positive image of the institution by being responsive and promptly responding to requests and inquiries.
- Provided administrative support and assisted the English Lecturer to take up topics to tutor the class.
- Recorded and submitted final grades to higher education management team.

2018-09 - 2019-03

Phonics Teacher

Inventive Minds Academy, Kubwa, Abuja (FCT)

- Reviewed curriculum and devised alternate approaches to presenting lessons to increase student understanding.
- Handled Phonics lessons for all classes.
- Tutored English Grammar to lower basic classes.
- Observed and evaluated students' performance, behavior, social development and physical health.

2017-09 - 2018-07

Class Teacher

Da Val International Schools, Kubwa, Abuja (FCT)

- Kept classroom environments consistent and focused on learning by establishing and enforcing clear objectives.
- Handled 'early year' classes using the British Curriculum and Montessori Method of teaching.
- Taught all subjects to approximately 6 pupils in each classroom on information compiled from multiple sources, including textbooks, online sites and other educational materials.

2014-07 - 2014-10

Front Desk Receptionist

Alyngold Global Concepts, Oluyole Estate, Ibadan, Oyo

- Entered customer interaction details in registers to track requests, document problems and record solutions offered.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Assisted customers with taking order requests, and making outgoing calls to get customer's feedback/review.



Education

2012-11 - 2016-07

Bachelor of Arts: English And Literary Studies

University Of Nigeria - Nsukka, Enugu State.

2005-09 - 2011-07

Secondary School

Federal Government Girls' College - Anambra State.

1999-09 - 2005-07

Primary School

Immaculate Conception Primary School - Onitsha, Anambra State.



Accomplishments

- Jobberman Certificate of Achievement: Jobberman Soft Skills Training 2022
- AHL Ultimate Certificate of Completion: Entrepreneurship and Leadership Training 2020
- Professional Certificate: Institute of Manpower Development and Management, Customer Relations Management (CRM) 2019.



Interests

Researching, Writing, Reading, Cooking & Singing