

SUSAN NWODO

Opic, Lagos, Nigeria.

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PROFILE SUMMARY

EXECUTIVE SUPPORT AND ADMINISTRATIVE EXCELLENCE | COMMUNICATIONS MANAGEMENT | PUBLIC RELATIONS

Top-performing, industrious Executive Assistant and Communications Specialist with 5 years of experience driving efficiency and excellence, enhancing executive productivity, streamlining business workflows and ensuring seamless organisational operations. Thoughtful strategist who excels in producing strategic communications plans that meet organisational goals, partnering with business leaders. Reputable for developing, implementing, and communicating policies and objectives, managing unforeseen issues and serving as a liaison to clients, internal staff, and external contacts.

AREAS OF EXPERTISE

- Organisational Development | • Secretarial Support | • Office Administration | • Project Management | • Calendar Management |
- Strategic and Business Planning | • Program Management | • Meeting Coordination | • Customer Service | • Expense Reporting |
- Quality-driven Communications | • Travel Arrangements | • Event Planning | • Conflict Resolution | • Stakeholder Engagement |

SKILLS HIGHLIGHTS

- Driven to provide exceptional support and contribute to the success of the organisation.
- Established history of developing & executing communications plans to preserve brand reputation & support business objectives.
- Proven ability to prioritise and manage multiple tasks simultaneously, anticipate needs, and maintain confidentiality.
- High proficiency with a variety of computer software including MS Office Suite (Word, Excel, PowerPoint), & Adobe Premiere.

PROFESSIONAL EXPERIENCE

- **Executive Assistant** *May 2020 - Present*
DMC GROUP OF COMPANIES [Magodo, Lagos State]
 - Delivering firsthand support to CEO, senior leaders and decision-makers while managing a variety of key functions including operations oversight, review of monthly invoices for the office, and communications.
 - Maintaining 100% confidentiality of all communications and documentation according to company policy.
 - Supporting administrative/office goals by facilitating an environment that consistently achieved/exceeded expectations.
 - Proficiently managing communications received or initiated through phone, email, and distributing correspondence to provide value-added support.
 - Increased effectiveness and productivity in meetings through the development of detailed agendas.
 - Singled out for contributing to improved structure and processes throughout the organisational operations in 2021.

- **Reportorial/News Producer/Editor** *January 2018 – April 2020*
CORETVNEWS [Lagos, Nigeria]
 - Produced, wrote, and edited news stories for the evening newscast in a fast-paced environment with tight deadlines.

- Managed multiple assignments at once while maintaining accuracy and attention to detail.
- Earned consistent recommendation and commendations for excellence in delivery in management and administrative capacity.
- Monitored news-gathering operations to ensure utilisation of all news sources, such as press releases, telephone contacts, radio, television, wire services, and other reporters.
- Achieved 100% compliance to the best practices in the media world.

- **Retailers' Help Desk**

February 2017 - October 2017

GLOBACOM GHANA [Accra, Ghana]

- Provided customer service to retailers and wholesalers by assisting with sales transactions, answering questions about products or services, resolving problems, and following up on issues as needed.
- Maintained knowledge of all company policies and procedures regarding product offerings, pricing strategies, marketing plans, etc., and ensured compliance within assigned areas.
- Worked with upper management to ensure appropriate changes were made to improve customer satisfaction by 100%.
- Participated in training programs designed to enhance skills related to job responsibilities and position growth opportunities within the company.

EDUCATION

- **Bachelor of Arts (B.A) in Mass Communication**

SIKKIM MANIPAL UNIVERSITY [Accra, Ghana]

2014 – 2018

- **Secondary School Certificate Examination (SSCE)**

COMMAND DAY SECONDARY SCHOOL [Lagos, Nigeria]

2008 - 2014
