

# OKAFOR, ANN NGOZI.

## PERSONAL DETAILS:

E-mail Address: ngozistar@yahoo.com, ngozistar@gmail.com.

Date of birth: 23<sup>rd</sup> September, 1983

Phone number: 055-9461665

Sex: Female

## CAREER OBJECTIVE:

To be associated with a qualitative service oriented world class organization with emphasis on efficiency, consistent with individual access to initiate valuable contributions towards the realization of set goals and objectives.

## PERSONAL SKILLS:

A competent personnel that has the ability to work effectively within a team with strong engagement ability to influence positive outcomes in developing and implementing solutions for the achievements of set goals and objectives. Others skills are;

- Calm and attention to details.
- Ability to work under pressure/independently with no supervision.
- Good analytical skills to analyse, interpret, resolve and change workflow to improve productivity.
- Multi tasking ability.
- Good Relationship Management.
- Ability to identify and manage operational risks.
- Ability to work as part of a multi-disciplinary, multi-cultural and international diverse team.
- Proactive problem solver

## EDUCATION:

**Masters of International Business;** Graduated with a distinction, 2010.

**University of Wollongong in Dubai.**

Core Modules: International Financial Management, Managing in a multinational company, Advertising and Marketing in a Global Economy, International Economic Environment for Business, International Business, Cross Cultural Management.

**Bachelor of Science in Business Management,** from February 2000- September 2004

**Abia State University, Uturu, Nigeria.**

Core Modules: Business Policy, Public Relations in Marketing, Introduction to Management, Psychology, Statistics and Accounting.

## ADDITIONAL QUALIFICATION

Chartered Manager: Nigerian Institute of Management (January 2006)

## **WORK EXPERIENCE:**

**University of Wollongong in Dubai**, Casual Staff, January 2015 - till date

- Occupational English Test (OET) Interlocutor
- Assisting with University Exam invigilation.

**British Council Dubai**, Part time Staff, January 2015 – December 2019

- Assisting with Exam invigilation, such as Cambridge Language exams and CFA exams.

**IDP Education Dubai**, Part time Staff, January 2015 – December 2019

- IELTS invigilator and Clerical marker

**IELTS Cordinator, Abu Dhabi**, January 2012 – December 2014

**University of Wollongong in Dubai**

- Giving information and helping to solve customer problems.
- Use telephones and emails to reach out to customers.
- Supervise the Enquiry on Results appeals system and processing each request within the time frame.
- Update candidates about EOR requests outcome within 48 hours.
- Oversee management of tests conducted in the applicable test centre.
- Oversee distribution of test materials, marking of test papers, recording results & distribution of certificates.
- Manage test Centre clerical markers, including recruitment, training & certification within the IELTS guidelines.
- Manage the regular Clerical Marker monitoring program & the production of reports as required.
- Represent IELTS at various conferences & stakeholder events & deliver IELTS presentations as required.
- Ensure the test centre operation is managed within the IELTS operating procedures.
- Maintain centre performance quality & feedback.
- Plan all aspects of IELTS testing in the test centre.
- Assist in the stakeholder management to maintain stakeholder satisfaction & integrity of the test.
- Off-site test center supervisor for other locations.

**Administrative Assistant- IELTS Testing**, 2007 – January 2012

**University of Wollongong in Dubai, UAE**

- Data Entry of candidate's records on IWAS.
- Respond to and follow up on student enquiries.
- Completion all administrative tasks related to candidate registration, input of candidate information into IWAS test day preparations and post-test preparation of results.
- Maintaining of complete and accurate hard and soft copy files.
- Maintaining strict standards of document security and confidence in all official procedures.
- Assisting with the supervision of all aspects of test day delivery and test results.
- Processing of Jagged Profiles.
- Handling of Additional TRF request for candidates.

- Sustaining positive customer relations via all media: front desk, phone, email, test day registration.
- Destroying of Live Test papers after each test date.
- Ensure all test candidates receive exemplary customer experience at every contact point before, during & after sitting the IELTS test.
- Provide clear, comprehensive advice to general enquiries or ensure that more complex enquires are forwarded to the correct person for a response.
- Completion all administrative tasks related to candidate registration, input of candidate information into IWAS test day preparations and post-test preparation of results.
- Confirmation of candidates results unto the system.
- Maintenance of complete and accurate hard and soft copy files.
- Maintaining strict standards of document security and confidence in all official procedures.

### **Customer Service Executive**

**2008**

#### **DVV Media Group**

- Making Contact with Prospective Clients
- Meeting with Client – Old, New and Prospective – to Understand Their Business Needs
- Following-up with Prospective Clients to Establish Business Relationship with Them
- Updating of Companies Database
- Computer Data Entry and Internet research
- Accounts receivables
- Updating Prospective, New and Old Clients Accounts.
- Circulation and distribution of products.
- Database management and Call Centre supervisor.

### **Customer Service Officer, .2006-2007**

#### **Power Holding Company of Nigeria, Lagos State**

- Handled customer calls.
- Attended to customers' enquiries.
- Reviewed feedbacks from customers.
- Conducted customers' satisfaction survey.
- Updated Customers' database.
- General administrative works.
- Conveyed, in a reassuring manner, step by step instructions to resolve application issues

### **Corporate/ Administrative Assistant, 2005-2006.**

#### **Freedom Group of Company, Benin City, Edo State.**

- Handled Cash, Imprest, and Bank Reconciliation Books.
- Handled the Companies Correspondences.
- Interviewing and Recruiting Employees
- Developed and Managed Database, such as Customers/Staff Records.
- Received and Prepared Duty Reports.
- Updated Customers' and Members' Accounts.
- Answering of Calls and Received Customer Complaints.
- Taking Minutes of Meetings.
- Worked with New Customers in the Development of New Accounts and the Implementation of New Systems.

### **LANGUAGE:**

Fluent in Speaking, Reading and Writing in English Language.

**COMPUTER SKILL:**

Competent in the Use of Microsoft Office; IWAS, IAM.

**REFERENCES:**

1. **Hansa Nawani – British Council**  
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