**NDUAGUBA**

**E-Mail:** [**NDUAGUBA.327450@2freemail.com**](mailto:NDUAGUBA.327450@2freemail.com)

**Nationality:** Nigerian

Full, clean UAE driver’s license

**OBJECTIVE**

I have been exposed to the concept and importance of teamwork and also having to work independently if required with time management in mind. In addition, my experience on extracurricular jobs have given me an advantage and real insight on customer service and work ethics be it a small firm or a large organization, hence I am fully aware that I will be an asset to the company.

**KEY SKILLS**

* Creative thinking – ability to think differently in a solution-oriented manner
* Team player – energetic and self-motivated team player; also a good listener and ability to work under pressure in a commercial environment.
* Interpersonal and communication skills – fluent in English (Native level), Igbo (Nigerian) and effective interaction and comfortable working in a multi-cultural setup.

**CORE COMPETENCIES**

* Computer literacy – usage of Microsoft packages (Office suite – Word, Excel PowerPoint, Outlook, & Macintosh)
* Public speaking and presenting.
* Strategic thinking, Attention to details, quick learner, etc.

**WORK EXPERIENCE**

**Dahab Hospitality (2016 – Present)**

**(Quality Auditor – Part time)**

* Creating and writing quality feedback reports on behalf of the General manager.
* Interpreting technical documents and performing quality checks on 3 – 5 star hotels
* Knowledge of ISO standards.
* Strong understanding of quality methodology and processes.
* Making sure that all staff adheres to the company's Quality Management System procedures and work instructions.

**Emirates Flight Catering (EKFC) (June – July 2016)**

**(HR Intern – Compensation & Benefits)**

* Amending and updating company policies and procedures
* Fostering benefit programmes or initiatives for employees
* Understanding and fitting job descriptions and grades accordingly
* Understanding motivation strategies and pay scale.
* Hands-on experience on recruitment practices (exit interviews, interview question setup, etc.)
* Hands-on experience on handling employee grievances and complaints.
* Attending cascades with briefings on misconduct disciplinary actions and milestones achieved.
* Assisting with various project works (Employee Training, Implementation of HR Policies, Internship Program)
* Assisting with HR UAE specific administration processes

**East Sports, Dubai, United Emirates (2015)**

**(Customer Service / Coach Assistant) (Feb, July – August)**

* Work closely with executive staff to develop, manage and create eSports coaching and support team consistent with TL missions. Goals are to enable athletes to reach their full potential as productive team members.
* Arrange for appropriate venue supervision.
* Understand all athletic rules and regulations, and assure compliance and consistency among staff and athletes.
* Read & answer emails promptly. Carry out directives from supervisor, and communicate needs for materials and supplies at least one week in advance.
* Prepare and complete daily activity tracking and enter information into Schedule sheet.
* Ensure inviting and friendly atmosphere by liaising with parents and coaches.
* Per each program requirements, all paperwork must be completed completely and accurately as needed.

**Air Transport Team Project (ATTP) (2013)**

Entailed the creation of an extensive business plan for a Sea Plane service as a solution between Dubai – Sharjah traffic

**Responsibility (Acting Marketing Officer)**

* Development of advertising, promotions strategies and campaigns.
* Corporate Social Responsibilities (CSRs).
* Developing and implementing cost-cutting promotion & marketing strategies.

**INFAMAS COMPUTER COLLEGE, Nigeria (2005 – 2008)**

**(Computer Instructor)**

**Responsibilities**

* Preparation of extensive lectures for the students on behalf of the Manager.
* Collecting and interpreting feedbacks from students for service improvement.
* Teaching computer packages (Microsoft Packages – Word, Excel, Power-point, etc.)

**EDUCATIONAL QUALIFICATIONS**

**BBA Aviation Management** **(2012 – 2016)**

(Emirates Aviation University, Dubai United Arab Emirates)

**Business Courses Undergone:**

Human Resource Management, Organizational Behavior, Human Factors, Cross Culture, Economics, Corporate Law, Corporate Strategy, etc.