

Contact HR Consultant for CV No: 332868

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 PROFILE SUMMARY

* A performance driven professional with more than 11 years combined experience in Business process improvement, Customer service excellence, Quality assurance, Workforce management, and Training.
* A multi-talented analyst who translates corporate objectives into simple achievable units in the best interest of the organization.
* A good team player in a dynamic environment and proffering solutions to unusual challenges.
* A visionary expert with outstanding leadership skill, good human and interpersonal relationship skills.

COMPETENCIES

* Outstanding reporting, presentation and communication skills.
* Excellent Visio and MS Application skills.
* Problem solving and root cause identification skills.
* A team player who is able to work collaboratively with and through others.
* Process simplification, audit, and compliance.
* Ability to develop training manuals and facilitate training.
* Ability to lead implementation of new systems, work with minimum supervision.
* Project Management skills and experience.
* Policy and procedure development.

WORK EXPERIENCE

Business Process /Training Specialist : Abuja Reporting to the Head (Ops & Devt). Globacom Nigeria Ltd. (July 2010 to Date).

* Developed process inventory for different departments/departmental projects in the company.
* Ensured maximum adherence to business rules.
* Evaluation of the effectiveness, efficiency and adaptability of processes.
* Designed processes to optimize use of technology.
* Scheduled stakeholders meeting to review existing processes, study industry benchmarks and incorporate best practices where appropriate.
* Managed 70 persons Customer Service Department Call Centre.
* Developed Successful relationships with High net worth clients on timely resolution of their issues.
* Reworked the Customer Service Department bringing call abandon rate from 11 % to less than 5 %.
* Worked in close collaboration with all aspects of operations, sales, account and technical unit.
* Increased Customer satisfaction through representative training and new corporate direction.
* Facilitate learning through demonstration and instruction.
* Monitor and evaluate overall training progress on achievement of results.
* Report monthly, quarterly and annual progress on all training activities.

System and Project Specialist: Team Lead Globacom Nigeria Ltd. (Oct 2008 to July 2010).

* Participated in annual project reviews and assist the Project Manager in preparing relevant reports.
* Oracle Database query and data analysis.
* Daily, weekly and monthly analysis and report on CRM service request using SQL and Oracle.
* Conducted and organize User’s Acceptance Test (UAT) and System Gap Analysis.
* Liaise with (MIS) Dept, Training unit and other back end offices to achieve project set objectives.

PROJECTS HANDLED

* Consultancy Assignment (CIBN) Development of SOP for Accion Microfinance Bank Nigeria.
* Siebel 8.1 implementation project for Nigeria, Ghana and Benin Republic.
* Call Centre expansion project. (Abuja ,Lekki and Porthacourt )
* NCC SIM Registration project.

 Customer Care / Quality Assurance Executive: Globacom Nigeria Ltd. (Dec 2004 to Oct 2008).

* Attracted potential customers by answering product and service questions; suggesting information about other products and services.
* Resolved product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem.
* Monitoring customer service level – monitor and measure the level of service that individual CCRs are providing to Glo Customers by conducting regular weekly quality assessments.
* Identified and highlighted training needs amongst the CCRs to the trainers.
* Providing quantitative feedbacks – provide and send quality assessment scores to the management .

Guest Relation Officer: Sake - Sen Guest House Agbara Estate (Feb 2003 to Nov 2004).

* Promptly answer customer queries on phone and take customer complaints and satisfy them.
* Provided up to date, accurate and appropriate information to customers.
* Builds partnership with other departments to ensure guest needs are attended to..
* Logged the day’s activity in the log book for smooth takeover of the next shift.

NYSC/AUDIT TRAINEE : Frank Armoo & Co Chartered Accountant .Adamawa State. 2002 to 2003

EDUCATION

Lagos State University (LASU) Ojo Lagos, Nigeria.

2008 MBA. (Financial Management).

Olabisi Onabanjo University (OOU) Ago -Iwoye, Nigeria.

2001 B.Sc. (Business Administration**).**

Energy University (Schneider Electric).

2014-2016 (Energy Training and Electrical Management Courses)**.**

Siemens Power Academy (Siemens E-Learning Germany).

 2016 -2017 (Energy and Power Management Courses)**.**

International Centre for Islamic Culture and Education (ICICE) Abuja, Nigeria.

2016 Certificate in Modern Standard Arabic.

PROFESSIONAL AFFILIATION : Associate Member Nigeria institute of Management (AMNIM).

LANGUAGE PROFICIENCY : English and Arabic.

TRAINING AND CERTIFICATE COURSES

International Business Environment and Global Strategy: (IIM Bangalore India).

Climate Change: (Macquarie University Australia).

Climate Change and Health: (Iversity Online Germany).

Energy Audits: ( Energy University Schneider Electric France).

Energy Audits Instrumentation: ( Energy University Schneider Electric France).

Energy Efficiency with Building Automation Systems: ( Energy University Schneider Electric France).

Strategic Energy Planning: ( Energy University Schneider Electric France).

Financial Analysis of Energy Efficiency Project: ( Energy University Schneider Electric France).

The Science of Nuclear Energy: (The Open University UK ).

Elements of Renewable Energy: (The Open University UK ).

Solving the Energy Puzzle: (Open University of Groningen ).

Project Management : Power and Gas Division ( Siemens Power Academy Germany ).

Process Checking TIER 3 : ( Siemens Power Academy Germany ).

Process House : Large Gas Turbines and Generator Business Units ( Siemens Power Academy Germany ).

[Talent Management Best Practices with SAP SuccessFactors](https://open.sap.com/courses/sf4/resume): (SAP ERP).

[Imagine IoT](https://open.sap.com/courses/iot2/resume) **(SAP ERP).**

[HR + Finance with SAP S/4HANA Cloud and SAP SuccessFactors](https://open.sap.com/courses/sf5/resume) ***(SAP ERP).***

[Semantic Notation – The Next Big Thing in Business Inteligence?](https://open.sap.com/courses/ibcs1-tl/resume) **(SAP ERP).**

Strategic Management: (Open Training Institute Australia).

Negotiation and Conflict Resolution: ([Macquarie Graduate School of Management - MGSM](https://www.google.com.ng/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=0ahUKEwj55pT9wKfNAhWCQxoKHZ4cA4MQFggyMAE&url=https%3A%2F%2Fwww.mgsm.edu.au%2F&usg=AFQjCNEX0tedUyoyhQWv94svO7zn33JSbg&sig2=BlCeb55TcAsycJDT65eMPw&bvm=bv.124272578,d.ZGg))

Organizational Capacity: Assessment to Action: (Philanthropy University US).

Risk and Opportunity: Managing Risk for Development :( World Bank Group Certificate.)

Financing for Development FFD :( World Bank Group Certificate.)

Financial Planning:(Sydney TAFE Institute Australia)

Customer relationship management: (Glomobile Training Unit)

Digital Transformation Across the Extended Supply Chain: (SAP ERP).

Monitoring and Evaluation Fundamentals. (USAID Global e- Learning Centre.)

Reporting with SAP Business By Design. (SAP ERP).

Leadership: Ten Rules for Impact and Meaning. (Philanthropy University US).

Managing People. (University of Reading UK).

Social Media: What No One Has Told about Privacy. (Hasso Platner Institute HPI Germany )

Data Use for Program Managers. (USAID Global e- Learning Centre).

Oracle (SQL) Training. (Glomobile Training Unit)

Economic Evaluation Basics. (USAID Global e- Learning Centre).

Human Resources Management. (HR) (Open Training Institute Australia).

Big Data for Better Performance. (Open2Study Institute Australia).

BSCS and SIEBEL 7.5/8.1 CRM Application Training (Glomobile Training Unit)

Principles of Project Management. (Polytechnic West Australia).

Business Process Modelling and Analysis. (Hasso Platner Institute HPI Germany ).

Personal effectiveness and time management (Glomobile Training Unit).

REFERENCES. : Available on Request.