**MAGDALENE**



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| ***ADMINISTRATIVE PERSONNEL*** |
| ***Location:****United Arab Emirates* |
| ***Email:*** *magdalene.386454@2freemail.com****Nationality:*** *Nigerian****Language:*** *English****Notice Period:*** *Immediately****POST APPLYING FOR: ADMIN. ASSISTANT or OFFICER/SECRETARY/RECEPTIONIST/SOCIAL MEDIA MARKETER*** |

**CAREER SUMMARY**

*A Creative and dynamic Administrative personnel and certified member of* ***ISQEM(International Safety Quality Environment Management) ASSOCIATION****with* ***over5 years*** *of experience with proven expertise in leverages exemplary communication and in-person meetings to establish presence and build a positive brand while fostering continuous client engagement. Adept at working effectively to achieve goals both as a cross-functional team member and individual contributor.*

*Looking for a suitable position with a close knitted team as Administrative Personnel to take my career growth further along with the development and growth of the organization.*

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| * Strategic Planning
* Solution Selling
* Relationship Building
* Customer & Staff Relation
* Revenue Enhancement
 | * Process Improvement
* Active Team Player
* Competitive Intelligence
* Communication
* Research
* Product Education
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**FIELD OF EXPERIENCE AREAS OF EXPERTISE**

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| * Real Estate
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| * Hospitality
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**ACADEMIC QUALIFICATIONS**

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| Bachelor’s Degree in Chemistry  | University of Calabar, Calabar, Nigeria | *2014**2007/13* |
| West African Examination Council | St. Franklin Model Sec. School, Nigeria  |
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**PROFESSIONAL CERTIFICATION**

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| * Diploma in Digital Marketing – Shaw Academy, United Arab Emirates
* Health Safety & Environment – PanAfrican Institute, Nigeria
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| * Data Analysis (Advanced Excel) – PanAfrican Institute, Nigeria
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| * Computer Proficiency – Infosoft Integrated Solutions, Calabar, Nigeria
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**TRAININGS/SEMINARS**

Investment Conference on **“*Career advancement and Entrepreneurship Transformation”***

Achievers Career Summit on **“*Raising Excellent ambassadors for global relevance in a competitive environment”***

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**SECRETARY/ADMINISTRATIVE ASSISTANT**

 *July 2018 – Present*

*Responsibilities:*

* Manage all office proceedings, prepare documents for shipping items, send documents to clients in other countries, and generally provide customer satisfaction.
* Prepare tenancy contracts for property rental and memorandum of understanding for sale of property and ensure compliance of all of laws **RERA**(Real Estate Regulatory Agency)in the likes of **Ejari, DEWA, Trakheesi System** and **Empower** relating to real estate transactions.
* Maintain inventory of all properties being managed by the company on behalf of Landlords/Owners.
* File all paperwork, answer telephones, and handle clients.
* Promotes company through marketing our properties and activities on social platforms as well as using marketing tools such as**Airlist** to place adverts on **Dubizzle**, **Propertyfinder**, **Bayut**, **Propspace**, et cetera.
* Administer payment disbursement.
* Schedule appointments and manage calendar.
* Solve customer/client dilemmas and ensure they receive a top-quality experience.
* Send documents/items via fast track delivery services.
* Carryout other task in supporting and enhancing work flow in the company.

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| DIGITAL AND SOCIAL MEDIA MARKETER *(Part time)* |
| Jannah Hotels Management - Abu Dhabi, UAE |  *May 2017 –June 2018* |
| Duties:* Writes the content for all of Jannah Housekeepers social media channels using Sprout Social Management Tool.
* Engage with audience, make schedule for future postings and manage all social feeds.
* Sets goals to increase Jannah Housekeepers social media presence on channels such as TwitterFacebook, LinkedIn, YouTube and Instagram.
* Monitors all digital mediums daily.
* Ensures high standard of customer relationship management.
* Monthly data analysis and reporting using google analytics
* Provides feedback and advice based on social media research.
* Introduction of other digital marketing channels such as mobile, display, email and affiliate marketing.
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**EXPERIENCE**

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| **BRAND DIGITAL AND SOCIAL MEDIA MARKETER*(Part time)*** |
| JANNAH HOUSEKEEPERS& THE LAUNDRY CLUB– ABU DHABI, UAE | *May 2017– June 2018* |
| *Responsibilities*:* Writes the content for all of Jannah Housekeepers social media channels such as Instagram, Facebook and Tweeter using Sprout Social Management Tool.
* Engage with audience, make schedule for future postings and manage all social feeds.
* Sets goals to increase Jannah Housekeepers social media presence on channels such as TwitterFacebook, LinkedIn, YouTube and Instagram.
* Monitors all digital mediums daily.
* Ensures high standard of customer relationship management.
* Monthly data analysis and reporting using google analytics
* Provides feedback and advice based on social media research.
* Introduction of other digital marketing channels such as mobile, display, email and affiliate marketing.
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| **MEDICAL OFFICE ADMINISTRATOR cum BILLING OFFICER** |
|  HYGEI CLINICS (DENTAL, EYE & INVESTIGATIONS) – LAGOS, NIGERIA *May 2014 –December2016**Responsibilities:** Initiate, negotiate, generate and track provider Letters of Agreement, contracts and amendments from initial draft to full execution utilizing approved standardized contract templates/amendments.
* Substantiates applicants' skills by administering and scoring tests.
* Schedules examinations by coordinating appointments.
* Welcomes new employees to the organization by conducting orientation.
* Provides payroll information by collecting time and attendance records.
* Submits employee data reports by assembling, preparing, and analyzing data.
* Maintains employee information by entering and updating employment and status-change data.
* Support network development throughout state to including researching, proposal writing and negotiating with health providers.
* Requests information of billing codes, services provided, and other information needed to complete the contract profile.
* Organize outreaches for free dental and eye screening in local communities
* Outsource schools, Health Maintenance Organizations and companies offering them Retainership and partnership deals.
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| **CONFIDENTIAL SECRETARY**  |
|  Gifted International College - Calabar, Nigeria *September 2008 - January 2010*Duties: |  |

* Preparing **confidential** reports, writing letters, taking phone calls, and making travel arrangements
* Maintains employee confidence and protects operations by keeping human resource information confidential and assist with recruitment process.
* Provide administrative and clerical support to the executives of the school
* Follow dictated instructions, taking minutes, transcribing documents
* Maintains technical knowledge by attending educational workshops; reviewing publications, et ce tera.

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| * Researched, developed, coordinated and implemented sales strategies that identified and produced new businesses that caused the expansion for Jannah Housekeepers as well as The Laundry clubs. Thus; this has led to gaining cleaning contracts with some reputable companies in Abu Dhabi.
* Designed all promotional materials for Hygei Clinics, Gifted College and also strategic placement of the materials.
* Worked with a team of 5 to reach set sales goals for 3 years 4.4 million naira in monthly revenue from three HMOs (10% margins equates to 440,000 naira in profits for the company)
* Researched, reviewed and arranged meetings with new prospect companies and maintained a detailed weekly call log/sales report for all in/out patients.
* Developed and submitted business proposals, led team to pursue opportunities, and managed capture efforts.
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**ACHIEVEMENTS**

**PERSONAL COMPETENCIES**

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| * Attention to details
* Strong Communication & Interpersonal skill
* Pleasant Personality
* Ability to work with little or no supervision
* Effective pitching
* Technology
* Negotiation
* Creativity
* Stress Management
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**INTERESTS**

Reading, Researching and meeting people

**REFERENCE**

*Available upon request*