

NTA, Vivian Nnenna

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PROFILE

Experienced professional with over eight years' experience in executive support and administration. Recognized for superior organizational and business acumen in the planning and executing of top managements' schedules and effective office administration skills. Excellent written and verbal communicator with stringent abilities to maintain confidentiality.

WORK HISTORY

10. 2011

Highflyers Solicitors

Administrative Executive/Personal Assistant to Principal Partner

- Planned and managed Principal Partner's Traveling Itinerary, His diary, Appointment, Calendar, booking and arranging travel, transport and accommodation. organising events and conferences.
- Acting as a first point of contact: dealing with correspondence and phone calls, reminding the manager/executive of important tasks and deadlines
- Planned and managed Principal Partner's and Junior Associates' schedule, ensuring they meet up with schedule demands and appointments to time.
- Attend to principle partners needs and handle all his dealings.
- Prepared and printed internal circular from the management to the members of staff thereby ensuring apt and efficient communications.
- Accomplished smooth work flow by responding to routine correspondence and emails.
- Online Research and gathering of information for cases and presentation
- Ensured the timely payment of utility bills.
- Ensured good customer service by handling and sorting calls and providing support on queries and enquiries.
- Provided secretarial support by taking notes, typing documents and maintaining an orderly filing system.

08.2007 – 09.2011

Pentagon Real Estate Investment Limited

Client Relations Officer Procurement Officer

- Received a 4-star rating in excellent customer service by providing apt client support assistance to customers and prospects' enquiries.
- Provided accurate and useful information to clients' queries through phone call handling
- Consistently exceeded required call times.
- Received and sorted mails, and directed them to the appropriate quarters, thereby increasing client engagement.
- Liaised with marketing, sales and legal departments in order to provide accurate information to clients' enquiries and challenges.

Procurement Officer

- Making sure that every material, equipment needed is always available;
- Preparing plans for the purchase of equipment, services, and supplies;
- Following and enforcing the company's procurement policies and procedures;
- Reviewing, comparing, analyzing, and approving products and services to be purchased;
- Maintaining accurate purchase and pricing records;
- Maintaining and updating supplier information on delivery times, product ranges, etc.
- Maintaining good supplier relations and negotiating contracts, and
- Researching and evaluating prospective suppliers.

Account Officer

- Process accounts payable and receivable, depending on role;
- Handle account inquiries from internal and external sources;
- Make regular contact with clients to ensure payment;
- Depositing money in the bank;
- Generating receipts and invoices;
- Posting of all daily sales;
- Review both incoming and outgoing invoices, and
- Assisting in bank reconciliation

2002 – 2007

G.I. Oware & Co.

Customer Service Personnel

- Stored up all documents for the Principal Partner through filing and indexing.
- Attended meeting and events in the company of the Principal Partner, taking notes and details.
- Improved productivity by planning appointment schedules and notifying the Principal Partner on regular basis.
- Drafted and printed letters and memos, and dispatched them on approval.
- Made good corporate impression with clients by providing accurate information on both ends when needed.

EDUCATION

11.2005 – 02.2010

University of Nigeria, Nsukka, Enugu State, Nigeria.

B.Sc. (Hons.) Management

TRAINING AND CERTIFICATION

Rosette Associates	Certificate in Building Service Excellence
Fate Foundation	Certificate in Quality Assurance and Control
Dale & Parker Consulting	Certificate in Personal Effectiveness and Customer Service
Jekmac Consults	Certificate in Imbibing Values, Creating Cultures and Building Structures

SKILLS AND COMPETENCES

- Strong Communication and Presentations skills (Oral & Written)
- Ability to work under pressure with little or no supervision
- Excellent organizational and administrative skills
- Proficient in web application and new media
- Fast learner
- Skilled in Report Writing
- Proficient in Microsoft Office Suite (Word, Excel and Power-point)
- Sound & Highly Analytical Mindset
- Ability to Establish & Maintain Effective Working Relationship; Good Listener.

REFERENCES

Available on request