

MAUREEN CHINONSO OBIDURU

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PERSONAL SUMMARY

I am an administrative professional with 9 years working experience with a track record of coordinating administrative systems in the hospitality, real estate, energy and oil and gas sectors. I am committed to timely customer service and can confidently deliver high quality service while constantly looking for ways to improve the administrative processes and tools for seamless business operations.

KEY SKILLS/COMPETENCIES

PROFESSIONAL SKILLS

- General administration - Setting up and coordinating administrative systems (procedures & tools)
- Client relations and customer service (internal and external)
- Document management and control
- Travel management
- Front office management
- Event management
- Library and Information Management

Administrator Skills

- Well organised, and be able to prioritise work in an efficient manner.
- Providing high quality Customer Service.
- Good level of numeracy.
- Good at juggling tasks and prioritising.
- Impeccable telephone manners.
- Resolving and managing queries to closure.
- Natural positive attitude and outlook
- Accurately filling in administrative records and relevant paperwork.
- Ability to multi task with strong attention to details.
- Ability to communicate effectively at all levels
- Writing up simple instructions, short correspondences and memos.
- Competent on Microsoft office programs – Word, Excel, Outlook, and Powerpoint.

Personal Skills

- Calm and composed under pressure and able to work to tight deadlines.
- Ability to work within a busy and demanding team environment.
- Able to work with minimum amount of supervision and on own initiative.
- Strong sense of responsibility
- Consistently striving for continuous improvement whilst ensuring a high level of professionalism.
- Can work collaboratively and communicate effectively with team members at all levels.

- Superb verbal and written communication.

EDUCATION

- Nigerian Institute of Management - 2006 – 2007 - Proficiency Certificate in Management
- Imo State University, Owerri – 2001 – 2005 - Library & Information Science - B.Sc (Hons – 2nd Class Lower)

TRAININGS

- Online Self Service Training – 2015 – Certificate of Achievement in Customer Service
- Online Self Service Training – 2015 – Certificate of Achievement in Fundamentals of Operations Management.
- Online Self Service Training – 2015 – Certificate of Achievement in Developing your Writing Skills.
- Online Self Service Training – 2014 – Customer Service Training.
- 3T Impex Trade Academy – 2014 – Certificate of Participation.

WORK EXPERIENCE

ADMINISTRATIVE & CUSTOMER SUPPORT SERVICE EXECUTIVE **Feb.2014 – Present.**

Kezif Integrated Resources Limited

Responsible for handling the day-to-day office administration and making sure that business operations run smoothly to meet client needs.

Duties

- Maintain an effective administration system to respond rapidly to business needs
- Responsible for front office management and coordinating general office activities
- Managing related legislative, regulatory and compliance issues related to business operations with relevant units
- Travel management (flight bookings and accommodation) for office personnel including senior managers
- Managing all internal and external communication including documentation control and management related to business operations
- Organizing relevant business data and access to required information
- Responsible for written correspondence including letters, minutes and memos.
- Procurement of office supplies and equipment
- Processing purchase orders.
- Updating office manuals and brochures and ensure proper dissemination.

SECRETARY/ADMINISTRATIVE OFFICER

Aug. 2012 – Feb. 2014

Log Instrumentation & Mechanical Co. Ltd.,

CLIENT SERVICE OFFICER,

Nov.2011 – June 2012

Laurel Property Dev. Co. Ltd.

FRONT DESK OFFICER/ SECRETARY,

Jan.2008 – Aug.2010

Vhelbherg Imperial Hotel

ATTRIBUTES

- Familiar with MS Office Suite applications – Word, Excel, Outlook, and PowerPoint
- Capable of managing multiple tasks with an emphasis on retaining quality standards
- Ability to quickly assess and prioritize office tasks
- Proficient at evaluating problems and quickly devising practical solutions
- Ability to work within a project-based environment
- Solid written and verbal communications skills

INTEREST

- Reading
- Listening to music
- Meeting people

VOLUNTEER ACTIVITIES

I was among the welfare team that visited one of the local communities in Bauchi State during my NYSC to share some food items, clothes, medical supplies, to the villagers under the umbrella of NCCF (Nigeria Christian Corpers Fellowship) from 2006 – 2007.

REFERENCES

- Mr Nnamdi Ezebuio
MD, Zarux Resources Ltd. Port Harcourt.
0806 019 2455
- Mr Stanley Chukwunonyelu
Project Manager
Kezif Integrated Resources Limited. Port Harcourt.
0803 799 5732