**Profile:**

**ORJI MERCY EBELE**

**Contact:**

Flat 293 Ikota Housing Estate, Ajah Lagos.

08065982879 eberemercy002@gmail.com

**Relevant Skills and Experiences**

* Microsoft office tool (MS word, MS. Excel and MS PowerPoint).
* Database Management.
* **Instructional Design** Adobe Captivate, Adobe Animate, Camtasia Studio.
* **Graphics**:

Canva, Adobe Illustrator, CorelDraw, PowerPoint.

A young dynamic fresh graduate of computer science, seeking to build a career in customer and corporate services, where I will be responsible to assist in resolving technical issues with the aid of available facilities, and to use my skills and potentials to play a good and productive role in a dynamic and growth oriented organization where excellent performance and leadership is of paramount importance. I possess very good objective, analytical reasoning capability and inter personal relationship skill. I have the ability to work effectively in a team, self- motivated, goal oriented, fast learner and have strong desire to excel and be the best in everything I do.

**Key Strength**

✓ Strong Interpersonal Skills.

✓ Good Human Management Skills.

✓ Ability to Lead and plan to achieve a goal.

✓ Good communication and presentation skill

✓ High sense of responsibility

**Education and Qualification with Dates**

**Tansian University Umunya, Anambra State**

B.Sc. Hons. Computer Science. 2019

(2nd Class Upper)

**Temple Gate Polytechnic. Aba Abia State**

Higher Diploma in Computer Science 2016

(Upper Credit)

**Winner’s Comprehensive High School, Jalingo, Taraba State.**

WASSCE 2012

**Work Experience**

**Position: Social Media Expert January 2020 till Date**

**Responsibilities**

* Social Media Content Creation.
* Managing of social media pages.
* Research on industry-related topics
* Write content by choosing a proper tone in the writing style, adhering to the respective corporations’ style guide
* Target content to specific audiences and focus on trending topics
* Incorporate blog and social media posts in both websites and social media platforms like Facebook, twitter, Instagram and LinkedIn
* Conduct keyword research and employ SEO best practices to optimize content
* Analyze web traffic to measure the success of the content (e.g. conversion and bounce rates)

**XL Outsourcing Limited**

**Position**: Team Member, Account unit  **2019**

* Writing and payment of Cheques
* Payment of Pensions
* Processing and recording transactions
* Filing of Documents
* Fielding communication with Clients and vendors
* Calculating and checking to make sure payments, amounts and records are correct.

**XL Africa Group Ltd**

**Position: Front Desk Officer 2018 - 2019**

**Responsibilities:**

* Keeping front desk tidy and presentable with all necessary material
* Greeting and welcoming desks as they approach the front desk
* Answering questions and addressing complaints.
* Greet and [welcome guests](https://resources.workable.com/guest-relations-officer-job-description)
* Answer questions and address complaints
* Answer all incoming calls and redirect them or keep messages
* Receive letters, packages etc. and distribute them
* Prepare outgoing mail by drafting correspondence, securing parcels etc.
* Check, sort and forward emails
* Monitor office supplies and place orders when necessary
* Keep updated records and files
* Monitor office expenses and costs
* Take up other duties as assigned (travel arrangements, schedules etc.)

**ATM Business Enterprise, Nig. (NYSC Service Year) 2017-2018**

**Position:** Corps member (Receptionist)

**Duties performed:**

* ✓ Receiving and welcoming clients.
* ✓ Assists in managing administrative activities associated with research.
* ✓ Data management.
* ✓ Handles all local logistics from scratch to finish for projects within the country.

**Waziri Idris & Co., Taraba State**. **2015**

**Position:** Industrial Training (I.T Audit Assistant)

**Duties performed:**

✓ Preparation and presentation of financial statement, filling of VAT & CIT forms for tax Payment.

✓ Database management (Help in managing client information)

✓ Handled all logistics and office administrative duties.

✓ Handled delicate mails (in coming & out Going)

**SPOKEN LANGUAGES:** English, Hausa and Igbo.

**HOBBIES:** Reading Inspirational Books, Cooking and listening to music.

**Referees:**

Available on demand