**EMENALO OGECHI OLIVIA**

**Residential Address:** Ogba, Ikeja, Lagos State. **Phone**: 08060706889, **Email**: emenalo\_olivia@yahoo.com.

**Date of Birth**: 29th December 1988

**State of Origin**: Imo State. **Marital Status**: Single.

**Nationality**: Nigerian.

**CAREER**

**OBJECTIVES**

To work in a challenging and career building environment.

To use my multitasking,interpersonal and communication skills to resolve customers issues.

To foster a positive relationship between the customer and company.

To prioritize customer's needs and achieve customer's total satisfaction for the growth of the company.

**EDUCATIONAL**

**BACKGROUND**

* National  Institute of Safety professional of Nigeria (2020.)

NYSC Certificate Akure Ondo State ( Nov 2015 - Oct 2016)

* Higher National Diploma (Environmental Biology) Yaba College of Technology, Yaba,Lagos (2013- 2015).Lower Credit Division
* National Diploma (Science Laboratory Technology) Abia State Polytechnic(2009-2011)

**WORKING**

**EXPERIENCE AND**

**HISTORY**

* Second Coming Oil and Gas, CMD Road Maogodo Lagos. ( Sept 2017-July 2021).

Position:

**HSE OFFICER**:

Role and Responsibility: Carry out safety Audit report, maintain hazard free environment in the facility, ensure the use of PPE, carry out safety training every week, ensure tool box talk at the end of work, compliance to safety rules, report all nearmisses.

**CUSTOMERS CARE:**

Role and responsibility:

Proactive response to customer's need and profiling solution to it or turn it over to the higher-up-management.

Follow up to ensure resolution.

Handle customers accounts, provide solution and alternative within the time limits.

Process customers account and file documents.

Follow communication procedures, guidelines and policies and taking extra mile to engage customers.

**CASHIER:**

Role and responsibility:Use of accounting software(Inventory,Quickbook and Sage) in transacting with customers.

Receiving of cash from the customers through the use of POS and other means of transaction.

Issuing of sales vouchers to the customers.

, receiving and stock analysis of Goods in the Show room.

* Bolu ventures Enterprise, a sub distributor of Nigeria Brewery and

Guinness Brewery product, Otubu road Ikeja Lagos.

(Feb 2017-July 2017).

Position:

**MANAGER**

Role and responsibility: Stock Inventory, Documentation of incoming and outgoing stocks, management of cash flow, reading,monitoring and responding to MD’s email, Diary management, Answering calls and liaising with clients.

* NYSC Akure, Ondo State (Nov 2015 -Oct 2016)

Brilliant Pre-varsity Group of Schools, Danjuma, Akure, Ondo State

Tutoring Activities to the students :Computer Science and Biological Science Tutor for Senior Classes

* Nigerian Breweries Plc, Sango Otta, Ogun State: (Oct 2011- Oct 2012).

Position:

**LABORATORY ANALYST**at the Quality Assurance Department for the one year Industrial Training Scheme.

Role and Responsibilty: Taking full responsibilities of the following analysis

Water Analysis,

Hot & Cold Brew Analysis, Analysis on the incoming Grains (Barley/Sorghum) by analyzing

their moisture content, Analysis on the finished product like; odor, color, turbidity etc.

* Imo State Public Health, Umuguma, Owerri, Imo State. (Oct. 2010 - Feb. 2011)

Position: Worked under supervision of the Chief Laboratory Technologist for the four months Student Industrial Working Experience Scheme (SIWES) in the Microbiology Laboratory

* Golden Gate International School, Oyigbo, River State ( Oct. 2008 -Dec. 2009)

Position:

**CLASS TEACHER**

* Noble Prudent International School, Oyigbo, River State.

Position: **SCHOOL SECRETARY**(Sept. 2007 - August 2008)

**OTHER**

**CERTIFICATIONS**

Institute of Safety Professionals of Nigeria level 1-3 (ISPON1-3) - 2020.

Certificate of participation,National Association of LPG marketers Safety, fire pepredness and first aid certificate-2021.

* NYSC Certificate – 2016
* Certificate of Competence (Health, Safety and Environment) – 2016
* Certificate of Service (National Association of Catholic Corps Member)
* Certificate of Participation (Nigerian Federation of Catholic Students)
* Certificate of Participation in a three day 2nd International Conference on the

Application of Scientific and Technological Innovations in solving Societal Challenges.

* Certificate of Participation on the Human Resource Development and Business Investment Seminar.
* Certificate of learning, KunzyTech Computers, a one year data base computer program in Microsoft Word, Corel draw, Excel package and Power point

**HOBBIES:**

* Travelling
* Reading
* Singing
* Research

**REFEREES:**

Available on request…