

OFUGAR ROSEMARY ETSEOGHENA

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Lagos, Nigeria 📍

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To effect positive change in any establishment and bring about team spirit in order to facilitate achievement of goals with efficient and effective results. And also, to work in resourceful, organization and environment that encourages learning, self-development and organizational growth.

WORK EXPERIENCES

Administrative Assistant LEAD POINT AFRICA

2024-Till date

Ikeja, Lagos State

Achievements/Tasks

- Provided support in coordinating and setting up classes, as well as organizational meetings, facilitating smooth operations and productive gatherings.
- Utilizing Canva to design and create engaging video presentations for educational purposes, enhancing classroom learning experiences.
- Developing and publishing computer based assessments, including tests and exams, utilizing technology to enhance student evaluation and learning outcomes.
- Updating and maintaining accurate course information and payment plan details on the company's website and ensuring payment plan details are current.

Contact Center Consultant OUTCESS SOLUTIONS

Contract

Ikeja, Lagos State

- Managed multiple inbound and outbound calls in a timely manner.
- Documented all queries and enquires on CRM.
- Identified customers needs, clarifying information and research.
- Consistently earned above-average or excellent in call quality evaluations.

EDUCATION

B.ED. Adult Education English Literature University Of Benin

2023,

Ugbowo, Benin City.

Class

- Second Class Honors
[Upper Division]

SKILLS

Communication

Time Management

Team Player and leadership skill

Complex problem solving

Administrative

Attention to Detail

Microsoft Office Suite

STRENGTHS

Proficiency in Microsoft office tools (Excel, CRM, Power point, Canva and MS Word).

Ability to work effectively in a team with little or no supervision.

Experienced in working in a team-oriented and collaborative environment.

Ability to adapt easily into a team to achieve common objective.

PROFESSIONAL CERTIFICATIONS

Registered Teacher

Teachers Registration Council of Nigeria

Customer Engagement Specialist

Coursera

ALX VIRTUAL ASSISTANT (IN VIEW)

ALX

REFEREES

ON REQUEST

LANGUAGES

English



INTEREST

Client's Satisfaction

Meeting people

Organization's development