NKWOCHA IJEOMA CHRISITIANA

Female 10th-9-1990 Lagos, NG 09061882038 nkwochaijeoma1987@gmail.com
Physical Address: No. 7, Balogun crescent Bada, Ayobo, Lagos.

CAREER OBJECTIVE

Highly analytical individual and reliable candidate ready to take on challenges using problem-solving and task prioritization skills to help team succeed. As well as willing to take on any task to support team and help business succeed. Offers strong sales driving skills and increase in sales abilities.

MY EXPERIENCE

Insurance Sales and Marketing

Sanlam Group (formerly First Bank Insurance PLC) Marina, Lagos State (Jan 2021- Present)

- Established strong customer relationships with regular outreach and follow-ups to maintain high satisfaction rate.
- Met and consistently exceeded monthly and quarterly insurance sales goals through detailed product and service knowledge.
- Prospected and scheduled quota of new client appointments per week.
- Scheduled on-site visits and presentations to connect with new, established and potential clients.
- Interviewed and obtained all required information to quote prospective clients.
- Expanded client base with powerful marketing, cold calling and referral management.
- Cross-checked and met policy requirements to fast-track request processing.
- Set up clients with new policies, calculated premiums and established payment methods.
- Networked at events and dinners to obtain new clients.
- Determined client needs before selecting insurers to underwrite policies.

Supervisor (Staff)

Ocean Breeze Hotel and Suite, Lagos State (2017-2018)

- Handled all registrations, room requests and charge questions smoothly.
- Met business and guest demands with well-planned schedules and employee assignments.
- Answered inquiries pertaining to hotel policies and services and resolved occupants' complaints.
- Met guest needs consistently with smooth coordination between departments.
- Increased hotel business through multifaceted marketing strategies.

Receptionist (Staff)

Rock view Hotel, Lagos State (2016-2017)

- Offered professional first impression to guests by keeping reception area clean and neat.
- Provided guests with directions and information about local area.
- Upheld accurate record-keeping, accounting and payment handling.
- Greeted and welcomed hotel guests with energy, enthusiasm and professionalism.
- Assigned appropriate guest room accommodations during hotel check-in.

Head Waitress (Staff)

Garden Resort and Bar, Lagos State (2014-2015)

- Protected staff and customers by monitoring and maintaining strict safety standards.
- Satisfied customers with fast, friendly food service.
- Informed kitchen staff of special order requests and dietary restrictions.
- Increased bill totals by suggesting drinks, desserts and other add-on purchases.
- Explained dishes in detail, covering ingredients, flavors and cooking methods.

Academic Staff (Civic Education, NYSC)

Government Day Secondary School, Kuje Pasilli, Abuja (2012-2013)

Student Teaching and Assessment
Classroom Management

MY EDUCATION

BSC in Psychology
Imo State University, Owerri, Imo State (IMSU).
2006 – 2010

W.A.E.C
BETA College, Ojo, Lagos
2001-2006

F.S.C.L
St. Gregory's College Nursery and Primary School Surulere, Lagos
1996-2000

OTHER SKILLS

Outstanding Writing and Oral Communication Skills
Strong Negotiation Skills
Excellent at developing Vendors Relation and Client Loyalty.
Problem Solving Skills

REFERENCES

Excellent references available upon request.