***umoren john j.***

***Block G2 flat 4, Finance Qrts, 08027059373***

***Wuye Abuja. umojohny@gmail.com***

***Motivation***

The desire to meet and exceed expectations

***PROFILE STATEMENT***

*Experienced in planning, organizing and problem-solving to complete multiple deadline-driven projects efficiently and on time. Excellent communication skills, successfully utilized in preparing reports and documents and liaising with Team members and Partners/clients. Good knowledge of computer software applications. A resourceful and trustworthy individual.*

***Work Experience***

***Uber Partner /Logistics and Transport Officer May 2017 till Date***

***Uber Nigeria, 29 Mambilla Strret, Off Aso Drive, Maitama Abuja***

* *Successfully and safely conveyed over 300 clients to their destinations*
* *Successfully delivered parcels to the registered destinations*
* *Earned high customer ratings (stars) due to successful interactions with clients on diverse professional discus.*
* *Earned more monetary status due to provision of additional and exceptionary service delivery to the delight of clients*
* *Improved customer relations skills*
* *Abled to tolerate and satisfy seemingly difficult clients*

***Consultant Programme Officer (Verification) Sept 2013 – Dec 2016***

***Graduate Internship Scheme, GIS, Federal Ministry of Finance, Abuja.***

* *Supervision of Firms Management sub-unit*
* *Pre-verification and Verification of Registered firms. Over 5000 firms were verified and approved to partner with the scheme;*
* *Supervised and reviewed verification reports submitted by SMEDAN across the federation and providing recommendations to Management for final approval.*
* *Liaison with Partners firms across Nigeria.*
* *Call Centre Functions: Route calls to partners firms and beneficiaries of the scheme.*
* *Call Centre Functions: Received and attended to incoming calls and emails from partners firms and beneficiaries*
* *Documented call information based on set standards and escalated sensitive issues to management.*
* *Led several teams on a Monitoring and Evaluation visit to approved partner firms across the Federation.*
* *Provided timely (weekly/monthly) and accurate report on activities of the unit to Management.*
* *Represented the unit on trainings and other official programs.*
* *Assisted in the development of Terms of Reference (TORs) for training vendors, and general planning/logistics for training,*
* *Supervised over 50 GIS trainings across the federation, to ensure compliance with Training TORs;*
* *Assisted in collation of monthly timesheets for payment of stipends of interns across the nation.*
* *Assisted in planning and preparation/logistics for events organized by the Project’s PIU towards the achievement of its objectives.*
* *Other duties as assigned by Superiors.*

***Administrative Assistant/Account Officer June 2011 – March 2012***

***Sageto Ltd, 64 Nouakchott Street, Wuse zone 1, Abuja.***

* *Maintenance of office equipment*
* *Office Inventory Management*
* *Maintenance of insurance policy on all company’s assets and properties to ensure continuity.*
* *Assist Business Development office in preparation and collation of prequalification documents for Tender submission.*
* *Cash Handling/Banking Transactions*
* *Ensure Proper recording of cash/bank transactions, both manually and onto the Accounting software.*

Accounts/Store Officer ***May 2009 – Aug 2010***

Leenford Projects Ltd (Quarry). House 26, 351 Rd, Gwarinpa, Abuja.

* Inventory Management
* Ensure timely retirement of Approved funds.
* Procurement Functions.
* Any other duties as assigned by Management.

Ecobank Nigeria PLC, (NYSC) NASS Branch, Abuja. (No.A001194569) Oct 2007 –Aug 2008

Cash and Teller

* Accepts Deposits
* Call-back of Tickets
* Make payments upon Customers' Instruments
* Funds mobilization

Shop Floor Assistant/Customer Service Unit

* Attend to Customers with problems
* Disperse Debit/Credit cards, cheque books and other items to Customers (including Information).
* Monitoring of turn-around/Service Delivery time to ensure Quality Service.

System Specs Ltd, Labour House, Central Area Abuja. Dec 2006– March 2007

Project Contract Staff: Integrated Payroll & Personnel Information System, (IPPIS), Under the Bureau of Public Service Reforms (BPSR).

* Entering Personal Information of Civil servants and Pensioners onto the Electronic Database
* Capturing Biometrics of Civil Servants/Pensioners onto the Electronic Database
* Receiving complaints from Civil Servants/Pensioners
* Daily Collation of Data and Report Submission

***EDUCATION***

*2011 - 2013*  *University of Nigeria, Enugu Campus, (UNEC)*

 *Masters in Business Administration, MBA.*

*2002 – 2006* Kogi State University, Anyigba, Kogi State.

*B.Sc. (Hons) Business Administration.*

*1994 - 2000* Government Secondary School, Wuse Abuja.

 Senior Secondary Certificate.

*1994 L.E.A Primary School, Wuse Zone 3, Abuja.*

 *First School Leaving Certificate.*

***SKILLS AND CORE COMPETENCIES***

* *Organizational and planning skills*
* *Communication skills*
* *Information collection and management*
* *Attention to detail*
* *Problem-solving*
* *Decision-making and Judgment*
* *Confidentiality*
* *Reliability*

***PROFESSIONAL QUALIFICATION***

2011 Institute of Corporate Administration, ICAD

 Associate Member.

2009 Chartered Institute of Personnel Management of Nigeria (CIPMN).

 Student Member.

***PROFESSIONAL DEVELOPMENT AND TRAINING***

*2016 Management Consultancy Skill Development,*

 *Centre for Management and Development, Shangisha, Lagos State*

*2014 Orientation and Employability Skills Training, GIS, Abuja.*

*2001 Certificate in Computer Application (Microsoft Office, CorelDraw).*

*Aflon Computer Centre, Abuja.*

***REFEREES***

**Available on Request**