**ETUK PRECIOUS PROMISE**

**Address**: Police Hospital,Falomo,Ikoyi

**Tel:** 08148406776,

**State of Origin/LGA:** Akwa Ibom/ Nsit Atai

**Sex**: Female

**Nationality at Birth:** Nigeria

**Marital Status**: Single

**E-mail**: ***write2presh@gmail.com***

**OBJECTIVES**:

To provide a high quality service with optimum application of available strength to every opportunity in challenging goal oriented and conducive working environment with room for career advancement and personal development.

**PROFILE**:

A Bachelor’s Degree holder in Accounting with experience in management, customer care service, Accounts and sales. I am passionate about the result my duties bring to people I serve.

I am seeking to join a learning environment where I can add value. I possess excellent qualities amongst which are:

* Fast learning ability
* Excellent communication and analytical skills.
* Submissive and committed to work
* Creative and innovative
* Enthusiastic team player/ability to work on own initiative.
* Adaptable to new environment and flexible to other areas of obligation
* Ability to work under pressure, with minimal or no supervision
* Proficiency in Microsoft Office packages and Peachtree.
* Intermediate level in SAP

**EDUCATIONAL BACKGROUND WITH DATES**

(2011 - 2015) **University of Lagos, Yaba, Lagos State. Nigeria**

* B.Sc Accounting

(2004 - 2007) **Mainland Senior Secondary School, Fadeyi, Lagos State**

* Senior Secondary School leaving Certificate (SSCE)

(2001 - 2004) **Akoka Junior Secondary School, Yaba, Lagos State.**

* Junior Secondary School Leaving Certificate

(2018 - Date) **Institute of Chartered Accountants**

* Skills Level

(2020)  **Institute of Chartered Accountants**

* Certification in Basic accounting and Financial Literacy for Entrepreneur.

**WORK EXPERIENCE**

**September 2017 – Till Date**  **FALOMO POLICE HOSPITAL**

**Position: NHIS Claims/ Desk Officer**

**Responsibilities:**

* Confirmation of patient’s NHIS Registration Numbers
* Call/Mail Enrolee detail to their various HMOs to get authorization codes for treatment or referrals to other hospitals
* Daily collation of claimable amounts for services rendered to enrolees covered by NHIS.
* Sending of these claimable amounts to the HMOs via mail for payment.
* Collation and submission of forms with patient details, services rendered with amount and Authorization code at the various HMO offices.

**May 2022 – November 2022 GUARANTY TRUST BANK (GTCO)**

**Position: Customer Service Contact Agent**

**Responsibilities with Applications used:**

* **Generally:** I receive calls from customers, get their complaints and give resolution
* **CRM**: I Check customers Bio data on CRM to authenticate them, confirm ownership of account, send documents to NRN customers for token and card request via mail and also wrap up interactions with customers.
* **BASIS**: I Confirm transactions done by customers on Basis to ensure they authorized them and Restrict account if confirmed unauthorized.
* **POSTILION**: I Query cards to confirm location, terminal and transactions on postilion. Hotlist card in case of card compromise.
* **E ONE**: I Check E tracker to confirm card profiling for online transactions on Arcot and raising Service Request to channels to profile if not, send Account Statement to customers and also send log in details, unlock Mobile App User access on Single Sign on.
* **DISPENSE ERROR LOGGERS**: I Log Dispense error on Extra Switch, Umpire and Logger Applications after confirming type of dispense error for customers.
* **NUBAN**: I pull up customers account details with this application
* **USSD CODE (\*737\*):** I Guide customers on the Use of this platform to make transfers, buy airtime, log dispense error, Hotlist card, get account and loan balances, obtain our loan and also liquidate loans.

**December 2018 – Nov. 2019** **NEXT LEVEL DRUGS (RX.3 PHARMACY)**

**Position: ACCOUNT OFFICER**

**Responsibilities:**

* Posting of Payments and Receipt
* Design and posting of Imprest
* Supervision of imprest system
* Daily recording end of day transactions
* Posting of Accruals, Payments and Receipts on Waves software.

**February 2017 – June 2017**  **FINICKY CLEAN LIMITED**

**Position: Account Personnel/ Personal Assistant to the MD**

**Responsibilities:**

* Handling of Payments and Receipt
* Handling of the Imprest system
* Preparation of Payroll and Salary schedule
* Daily recording of transactions carried out
* Filing of correspondences, source documents and copies of issued cheques

Collection and immediate Lodgement of cheques from clients

* Preparation and sending of invoices to clients
* Following up on payment by clients through emailing and Telephone calls
* Keep and maintain accurate records of papers and electronic correspondence on behalf of the MD
* Attending to the MD’s official needs
* Preparation of weekly Report.

**Nov. 2012 – April 2016 NETSERVE AFRICA LIMITED (While In School)**

**Position: Account/Administrative Officer /Sales/ Customer Service Personnel**

**Responsibilities:**

* Telemarketing of the ERP solutions being sold by the Organization
* Handling of petty cash
* Daily book keeping and balancing of company account
* Monthly reconciliation of petty cash balances
* General disbursement of cash for financial purposes
* Proper collation and recording of financial information
* Support posting of transactions on SAP for some clients
* Generation of Chart of Account for clients and prospective clients
* Management of every functional and operational areas of the company
* Monitoring staff movement and relating this report to the management
* Fix appointments with clients for presentations.
* Welcoming and keeping daily record of visitors to the company.