

# HELEN ODUM

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## CAREER SUMMARY

I am a dedicated and technically skilled business professional with a versatile operation support skill set, developed through experience as a chief operating officer who have worked in different sectors to excel in resolving challenges with innovative solutions systems and process improvements, proven to increase efficiency, commitment, effectiveness, welfare, organization and customer satisfaction and the bottom line. Experienced professional with a demonstrated history of working in the financial services industry and graphic designing.

### WORK EXPERIENCE

#### ❖ CHIEF OPERATING OFFICER

Chiji14xchange (ROCKET) (Cryptocurrency Firm)

*2020- 2023*

- Overseeing the daily business and administrative operations and improving operating procedures for optimal efficiency
- Assessing and enhancing the efficiency of internal and external operational processes
- Leading and motivating staff to achieve sales and organisational objectives
- Overseeing the recruitment process to attract the best candidates and reduce employee turnover
- Mentoring and inspiring employees to key into the vision of management
- Establishing policies that improve and promote company vision and culture
- Evaluating company performance and recommend strategies to improve results
- Collaborating with management and other stakeholders to raise capital and carry out other business-expanding strategies.

#### ❖ OPERATIONS MANAGER

Chiji14xchange (ROCKET) (Cryptocurrency Firm)

*2019-2020*

- Ensure all operations are carried on in an appropriate, cost-effective way
- Improve operational management systems, processes and best practices
- Purchase materials, plan inventory and oversee warehouse efficiency
- Help the organization's processes remain legally compliant
- Formulate strategic and operational objectives
- Examine financial data and use them to improve profitability
- Manage budgets and forecasts
- Perform quality controls and monitor production KPIs
- Recruit, train and supervise staff
- Find ways to increase quality of customer service

#### ❖ SALES MANAGER

Rocket Global (Luxury)

*2017-2019*

- Present, promote and sell products/services using solid arguments to existing and prospective customers
- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs
- Establish, develop and maintain positive business and customer relationships

- Reach out to customer leads through cold calling
- Expedite the resolution of customer problems and complaints to maximize satisfaction
- Achieve agreed upon sales targets and outcomes within schedule
- Coordinate sales effort with team members and other departments
- Analyze the territory/market's potential, track sales and status reports
- Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
- Keep abreast of best practices and promotional trends
- Continuously improve through feedback

#### ❖ OPERATIONS MANAGER

##### GLOBAL ONEK LTD

*2016-2017*

- Ensure all operations are carried on in an appropriate, cost-effective way
- Improve operational management systems, processes and best practices
- Purchase materials, plan inventory and oversee warehouse efficiency
- Help the organization's processes remain legally compliant
- Formulate strategic and operational objectives
- Examine financial data and use them to improve profitability
- Manage budgets and forecasts
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- Recruit, train and supervise staff
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#### ❖ STATISTICS SPECIALIST

##### FEDERAL SECRETARIAT LTD

*2015-2016*

- Collecting, analyzing, and interpreting data
- Identifying trends and relationships in data
- Designing processes for data collection
- Communicating findings to stakeholders
- Advising organizational and business strategy
- Assisting in decision making.

#### ❖ CUSTOMER SERVICE MANAGER

##### WHITEVIEW HOTEL & MANAGEMENT

*2008-2010*

- Supervising day-to-day operations in the customer service department.
- Responding to customer service issues in a timely manner.
- Creating effective customer service procedures, policies, and standards.
- Developing customer satisfaction goals and coordinating with the team to meet them on a steady basis.
- Implementing an effective customer loyalty program.
- Maintaining accurate records and documenting all customer service activities and discussions.
- Assessing service statistics and preparing detailed reports on your findings.
- Hiring and training new customer service agents.
- Managing the approved budget of the customer service department.

- Staying informed on the latest industry techniques and methods..

### KNOWLEDGE & SKILLS

- ❖ Communication · Pitching · Relationship building· Active listening · Time Management· Interpersonal skill · Product Knowledge · Consulting · Prospecting· Organizational skill·

### GENERAL, BEHAVIOURAL & SOFT

- ❖ Accuracy, Accountability & Assertiveness
- ❖ Planning, Organizing & Taking initiative
- ❖ Active Listening & Attention to details
- ❖ Asking for help & Desire to learn
- ❖ Good Attitude
- ❖ Time Management
- ❖ Fast Learner
- ❖ Dispute resolver
- ❖ Computer literate
- ❖ Motivated, Friendliness & Adaptability
- ❖ Interpersonal Communication
- ❖ Defining problems & Goal setting
- ❖ Leadership, Collaboration & Teamwork

### EDUCATION

Nnamdi Azikiwe University, Awka  
Bsc. Cooperative Economics and Management  
2010-2014