



IHIOR DOOSHIMA DIANA

PROFESSIONAL SUMMARY

Dynamic and goal-oriented professional with a proven track record of driving revenue growth. Possessing exceptional communication and negotiation skills, I excel in building and maintaining strong client relationships. Highly motivated and passionate about delivering exceptional services.

EXPERIENCE

LINCOLN COLLEGE OF SCIENCE ABUJA, NIGERIA December 2021 – Present

BUSINESS DEVELOPMENT REPRESENTATIVE/CSR

- Evaluation of application from prospective applicants interested in attending the college
- Interaction with prospective students and parents on admission processes and procedure
- Ensuring crucial adherence by prospective students and parents to the rules and regulations and all department policies, Maintaining positive business relationships to ensure future sales
- Spearheaded the onboarding process for new customers, ensuring a seamless introduction to our comprehensive range of services.
- Prioritized customer satisfaction by providing personalized support and guidance throughout the customer journey. Facilitating Seamless Registration Flow
- Streamlined the onboarding experience for new students, facilitating a smooth transition into the educational environment. .
- Collaborated with internal teams to align service offerings with customer needs and preferences, enhancing overall satisfaction and retention.
- Proactively identified key educational prospects for growth implementation, leveraging industry insights and market trends to drive business development efforts.
- Worked closely with clients to understand their goals and objectives, tailoring solutions to meet their specific needs and drive mutual success.
- Utilized advanced CRM systems to track all sales activities, ensuring accurate and up-to-date account information.

GRATITUDE INDIA (REMOTE),
HR RECRUITER

November 2023 - Present

- Job Posting: Create and manage appealing job postings on various online job boards and company career websites.
- Screening Candidates: Review resumes and applications, conduct initial screenings.
- Interview Coordination: Schedule and coordinate candidate interviews.
- Candidate Engagement: Maintain regular communication with candidates, providing updates.

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SKILLS

- Problem solving Skill
- Excellent Communication Skill
- Project management
- High proficient in computer
- Application
- Excellent organizational skill
- Writing skills
- Working knowledge of CRM
- Systems
- Strong Verbal and written
- Communication skills

PROJECTS

SDG NYSC 2019 - 2020

- Visitations of orphanage homes
- And distribution of relief Materials.
- Community Service SDG

LANGUAGES

English, Hausa, Tiv

- Employer Branding: Promote the organization as an attractive employer online.
- Database Management: Keep detailed records of candidate interactions.
- Assessment Tools: Use pre-employment assessments where applicable.
- Reference Checks: Conduct reference checks on selected candidates.
- Feedback Collection: Gather feedback from hiring managers and interviewers.

WILLY HUMBLE GLOBAL SERVICES- ABUJA, December 2019 – November 2021

SALES REPRESENTATIVE

- Responsible for sales implementation and product awareness
- Prompt response to customer enquiry via phone or in person, mail or social media
- Maintain Financial accounts by processing customer adjustment in a professional manner
- Increased customer base due to quick resolve of customer complaints
- Introducing & Explaining new brands of product and services to customers

REMOTEbase, SILICON VALLEY STARTUP (REMOTE), April 2021 – Present

HR RECRUITER

- Candidate Sourcing: Utilize online platforms and tools for active candidate sourcing.
- Job Posting: Create and manage appealing job postings on various online job boards and company career websites.
- Screening Candidates: Review resumes and applications, conduct initial screenings.
- Interview Coordination: Schedule and coordinate candidate interviews.
- Candidate Engagement: Maintain regular communication with candidates, providing updates.
- Employer Branding: Promote the organization as an attractive employer online.
- Database Management: Keep detailed records of candidate interactions.
- Assessment Tools: Use pre-employment assessments where applicable.
- Reference Checks: Conduct reference checks on selected candidates.
- Feedback Collection: Gather feedback from hiring managers and interviewers.
- Compliance: Ensure recruitment adheres to all relevant laws and regulations.
- Reporting: Generate and maintain recruitment metrics and reports.
- Market Research: Stay updated on industry trends and the competitive landscape.
- Diversity and Inclusion: Actively seek candidates from diverse backgrounds.
- Onboarding Support: Collaborate with HR for a smooth transition for new hires.

- Continuous Improvement: Continuously assess and optimize recruitment strategies.
- Professional Development: Stay current with best practices in online recruitment.
- Cost Management: Manage recruitment-related costs efficiently.
- Feedback Integration: Gather and integrate feedback to improve the candidate experience.
- Adherence to Timelines: Ensure recruitment processes meet hiring goals and timelines

AIRTEL NIGERIA, January 2017 – November 2019

CUSTOMER SERVICE REPRESENTATIVE

- Responsible for sales implementation and product awareness
- Prompt response to customer enquiry via phone or in person, mail or social media
- Maintain Financial accounts by processing customer adjustment in a professional manner
- Increased customer base due to quick resolve of customer complaints
- Introducing & Explaining new brands of product and services to customers

SPECIAL SCIENCE SECONDARY SCHOOL, MAKURDI January 2014 – November 2015

I.C.T INSTRUCTOR

- Preparation of lesson plan that corresponds to student learning ability
- Facilitation and organization of ICT lab activities in the improvement of student ICT skills.
- Answering and directing phone calls from parents and guardians to the appropriate channel

EDUCATION

BSC, MATHEMATICS/COMPUTER SCIENCE, January 2017

FEDERAL UNIVERSITY OF AGRICULTURE | BENUE, NIGERIA