

Ogaga Hanita Akpobaro

Dubai, United Arab Emirates | +971522039513 |
hanitaakpobaro@gmail.com

PROFILE SUMMARY

A highly skilled, precise assistant with experience in delivering great support and guaranteeing that tasks are finished on time and with the utmost discretion. To surpass all customers' expectations, work hard in quick-paced virtual environments while adhering to established protocols and practices.

I have experience setting up a productive, orderly workplace where I can concentrate my efforts on giving clients the best service possible, addressing problems, and building relationships to assure loyalty and growth.

Exceptional organizational and administrative skills are part of a special skill set that also guarantees complete client satisfaction.

CORE SKILLS

- High level of customer service skills
- Information literacy
- Cataloging and classification
- Cultural competence
- Interpersonal Communication
- Document preparation
- Customer services
- Multiple Project Management
- Relationship Building
- Community Relations
- Customer Loyalty

CAREER SUMMARY

Dubai Arabian American Private School, Dubai
School Librarian

Sept. 2019 – Present

- Oversee the management of the school library operations and activities from Grade K - 12.
- 30% Supervises and organizes library projects to encourage literacy and the use of the library.
- Implement Dewey Decimal Classification scheme in cataloging and classification of all 8000 library materials and library media curriculum and Follet Destiny Management.
- Collaborate with teachers, specialists, and curriculum consultants to design and increase library usages to ensure the educational goals of the school are met up to 70percent.
- Co-manage information literacy workshops and information skill training for library users.
- Motivate studying culture within the school through activities such as book club & monthly reading competition.
- Build community connections with local vendors, authors, and the parent community for literacy learning.
- Oversee the conversion of the school library manual resources to automation from start to finish.
- Teach students about books, visuals, and audiovisuals, and their treatment.
- Liaise with Heads of Department to select and prepare annual library order including selection and renewal of subscriptions for periodicals.
- Manage the circulation of library collections, purchasing new material, and discarding outdated materials.

Achievement

- Increase overdue book revenue by 30% while reducing overdue book loans by 20%.
- Develop library capacity of 40 students per subject area for effective management.
- Redesigned the Library with a little budget of 15000aed and made it more accessible to patrons of all ages.
- Impacted by 20% development of student's attitude towards learning with library activities.
- enlightened students how to confidently find the information they seek, read it critically and fix it into the context of what they already know.
- Guarantee students have 40% of reading materials that will help them become literate.
- Implemented 30% of reading programs, inquiry and research tasks, and independent study.

Ultimate International LTD , Nigeria**Customer Services Representative****Aug. 2010 – Jan. 2019**

- Exceeded all customer service requirements by providing excellent customer service, data entry, and order processing for many clients.
- Updated the company's data base with fresh client information and managed the correct and prompt data retrieval of current customers.
- Support for inbound/outbound communication was given to Uber drivers during onboarding, increasing customer referrals by 25%.
- I managed difficult issues and collaborated with clients to guarantee that all anomalies were immediately fixed.
- In assisting important clients, I delivered outstanding customer service.
- Kept thorough billing records by using reconciliation procedures.

Federal Development Control, Nigeria**Data Controller****July 2009 – July 2010**

- Administered policies, processes, and procedures to assure data integrity.
- Coordinated with key executives and departmental heads to control data.
- Conducted quality control checks and balancing computer output to input.
- Oversaw production processing and resolve problems.
- Managed and supported data processing and standard office equipment.
- Trained users on hardware and software as well as maintain records and files.

PROFICIENT IN:

- Zendesk.
- Sprout Social.
- G-Suite
- Hootsuite.
- MailChimp.
- Apple Business Chat.
- SurveyMonkey.

EDUCATION AND TRAINING

Certificate in Word Processing

Bachelor of Library Science (Education) - Delta State University, Abraka
Nigeria (2008)

Certificate in 6 KHDA Mandatory Professional Development Courses (2020)

NEASC Accreditation: Certificate of Appreciation (2020)

Nearpod Certified Educator (2020)

The emerging role of Librarians during and post covid-19 era(2020)

Computer Science: Programing with purpose - Coursera (2021)

Certificate of Equivalency: Ministry of Education (2021)

IELTS (Feb 2021)

Microsoft Educator and Buncee(2021)

TEFL: (2021)

PROFESSIONAL AFFILIATION

American Library Association