

PATIENCE ABRAHAM AKPABIO

Middle HR & Administrative Specialist

SUMMARY

- Experienced HR & Administrative Specialist with expertise in managing large teams and optimizing staff performance in technical and operational environments.
- Proficient in data analytics tools including Excel, Power BI, SQL, and Tableau, enhancing decision-making and reporting accuracy.
- Skilled in logistics planning, personnel management, and customer service within diverse sectors including education and government.
- Certified in Human Resource Management and Hospitality Industry training, with a strong foundation in Science Education (Biology).
- Demonstrated ability to implement efficient administrative processes and support large-scale volunteer coordination and training programs.

TECHNICAL SKILLS

Main Technical Skills	Data Analytics
Data Analysis and Visualization Technologies	Power BI, Tableau
Databases & Management Systems / ORM	SQL
Third Party Tools / IDEs / SDK / Services	Excel
Soft Skills	HR (Human Resources)
Other Technical Skills	Customer Consultation

WORK EXPERIENCE

Human Resource & Administrative Officer - Ibok Technical Company Limited (Human Resource & Administrative Management)

Duration: Jul. 2020 – Nov. 2021

Summary: Managed human resource and administrative functions at Ibok Technical Company Limited, overseeing field and operational staff to enhance organizational efficiency.

Responsibilities:

- Managed over 30 field and operational staff.
- Planned training and staff performance programs.
- Provided management support for enhanced efficiency.



- Tracked various statistics and kept detailed records to support the human resources department.

Administrative Assistant - Ministry of Women Affairs (Child Care Support Centre Administration)

Duration: Apr. 2019 – Mar. 2020

Summary: Provided administrative support at the Ministry of Women Affairs, focusing on child care support services and office efficiency improvements.

Responsibilities:

- Provided child care support to children and care givers at the child care support centre.
- Handled client correspondence and tracked records to foster office efficiency.
- Supported efficient meetings by organizing spaces and materials, documenting discussions and distributing meeting notes.

Customer Service Executive - Teach for Nigeria Initiative (Volunteer Teacher Management)

Duration: Jan. 2017 – Feb. 2018

Summary: Managed volunteer teacher deployment and activities for the Teach for Nigeria Initiative, ensuring effective communication and reporting to stakeholders.

Responsibilities:

- Managed over 100 volunteer teachers, keeping records of their activities in school.
- Worked with school administrators to ensure seamless deployment of teachers.
- Prepared monthly reports for partners and stakeholders.

EDUCATION

- **B.Sc. Ed. (Hons) Science Education Biology**
University of Calabar – Calabar
Aug. 2012 – Nov. 2016
- **Diploma Desktop Publishing**
Zero Limit Computers, Calabar
Aug. 2011
- **Senior School Certificate Examination**
Government Secondary School SSCE - Calabar
Sep. 2006 – Jun. 2011

CERTIFICATION

- **Hospitality Industry Master Trainer Certificate**
Institute of Tourism Professional Of Nigeria
2021
- **Professional Certification, Human Resource Management (HRM)**
Rahn Wesley Institute Of Management
2021
- **Data Analytics Professional (Excel, Power BI, SQL, Tableau)**
Skillahead Academy
2025

