

JESSICA OKUGBE

+2348077437086 | okugbejessica272@gmail.com | Abuja, Nigeria.

PROFESSIONAL SUMMARY

Dedicated and adaptable professional with progressive experience in education, stakeholder communication, record-keeping, problem solving, and day-to-day coordination. Brings strong transferable customer-service skills developed through regular communication with students, parents, colleagues, and school leadership. Experienced in listening to concerns, providing clear explanations and feedback, maintaining accurate records, handling sensitive situations professionally, and adapting communication to different needs. Seeking to transition these strengths into a Customer Service Representative role, with a strong commitment to empathy, responsiveness, accuracy, and positive customer experiences.

CORE COMPETENCIES

- Customer-focused communication
- Team Collaboration
- Time Management & Organization
- Issue Identification & Problem Solving
- Conflict-Sensitive communication
- Clear Oral and written communication
- Adaptability and fast learning
- Active listening & empathy
- Digital productivity tools
- Record-Keeping & Documentation

PROFESSIONAL EXPERIENCE

English Teacher (Lower Primary) | Myrtle International School | Bayelsa state, Nigeria April 2026 – July 2026

- Communicated clearly with students, parents, and colleagues, adapting explanations to different levels of understanding.
- Listened to questions and concerns, provided constructive feedback, and followed up on students’ academic progress.
- Prepared and maintained accurate lesson materials, assignments, assessments, and student records, demonstrating strong attention to detail.
- Handled classroom concerns calmly and professionally while maintaining a positive, inclusive environment..
- Planned and delivered structured lessons while responding to questions and changing needs in real time.
- Participated in school activities and collaborated with colleagues to support institutional goals and improve teaching methods.

Class Teacher (Key Stage 1) | Myrtle International School | Bayelsa state, Nigeria August 2024 – April 2026

- Built trust-based relationships with pupils, parents, and colleagues through respectful and consistent communication.
- Maintained accurate statutory records covering attendance, performance, and development, supporting reliable documentation and follow-up.
- Responded professionally to student concerns and conduct issues while protecting safety, wellbeing, and confidentiality.
- Explained academic information using clear language, visual resources, and PowerPoint presentations to improve understanding.
- Prepared and administered assessments, reviewed results, and communicated feedback to support individual progress.

Supporting Teacher | Myrtle International School | Bayelsa state, Nigeria

April 2024 - July 2024

- Assisted with the organization and maintenance of academic and administrative records, ensuring accurate and up-to-date documentation
- Reviewed student work regularly and provided constructive, individualized feedback
- Stepped in to facilitate lessons when required, demonstrating adaptability and the ability to take responsibility with limited supervision.
- Supported the planning and successful execution of the school's annual prize-giving ceremony through coordination and teamwork.

Subject Teacher | Potter's Touch High School | Bayelsa state, Nigeria

April 2023– April 2024

- Delivered clear, engaging instruction in History, Religious Studies, and Government using varied communication approaches.
- Designed assessments and provided timely, constructive feedback to support student development and examination readiness.
- Handled student conduct professionally, maintaining a respectful environment and addressing concerns with accountability and calm communication.
- Supported students in building strong academic foundations and preparing effectively for terminal examinations and future educational pursuits

EDUCATION AND CERTIFICATION

- **B.A. Philosophy | Delta State University, Abraka, Delta State**
November 2019 – November 2022
- **Leadership Development Program (LSDP) | Potter's Touch High School**
March 2023 - April 2024
- **Anti-Bullying Ambassador | National Children's Bureau (Bullying and the Law)**
July 2023 - October 2023
- **Staff Development Program (Understanding the PTHS growth curve through shared leadership) | Potter's Touch High School**
July 2023 - October 2023

DIGITAL & CUSTOMER SUPPORT READINESS

- Comfortable with email-based and written professional communication.
- Experienced with Microsoft PowerPoint and digital visual teaching resources.
- Strong documentation and record-management habits.
- Able to learn new digital platforms, workflows, policies, and support procedures quickly.
- Customer-support portfolio website available for demonstration of communication, support scenarios, and digital skills