MIRIAN CHINAEMELUM ODIKE

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PROFESSIONAL SUMMARY

Versatile public health and programme professional with a background in pharmaceutical technology and hands-on experience coordinating donor-funded TB screening and case-finding activities. Skilled at supervising field teams, safeguarding data quality, managing project logistics, and liaising with state programme officials, health facilities, and community stakeholders. Combines technical expertise in safe drug dispensing and distribution with strong client-facing and reporting skills, and a consistent record of compliance with organisational, regulatory, and donor standards.

PROFESSIONAL EXPERIENCE

KNCV FOUNDATION
Program Associate — **Nigeria | Dec 2025 - Present**

- Coordinate TB screening and case-finding activities across assigned LGAs and supported health facilities.
- Supervise and mentor field teams to ensure adherence to project protocols and achievement of screening and enrolment targets.
- Monitor project data, review enrolment and test results, and validate data quality prior to submission.
- Manage project logistics, including equipment, test kits, inventory, and consumables.
- Prepare and submit reports, timesheets, payment documents, inventories, and other project documentation.
- Liaise with state TB programme officials, healthcare facilities, community teams, and other stakeholders to ensure smooth project implementation.
- Organise meetings, trainings, and supportive supervision visits for field and facility staff.
- Track project performance indicators and support the resolution of operational challenges.
- Ensure compliance with KNCV and donor policies, including proper documentation of field activities and expenditures.
- Support monitoring and evaluation by collecting, validating, and analysing project data to improve programme performance.

MELONYPINE
Customer Service Representative — FCT Abuja, Nigeria | Apr 2025 - Nov 2025

- Welcomed and assisted customers with menu choices, ensuring they felt valued and had a pleasant dining experience.
- Handled orders efficiently both in person and online while resolving issues quickly to maintain customer satisfaction.
- Provided timely responses to customer inquiries, feedback, and complaints with professionalism and empathy.
- Maintained records of customer interactions and feedback to support service improvements and repeat patronage.
- Coordinated with kitchen and service teams to ensure accurate, prompt, and high-quality food delivery.

VASTOVER GROUP UTAKO
Credit Control Officer — FCT Abuja, Nigeria | Nov 2024 - Mar 2025

- Monitored and managed customer credit accounts, ensuring timely payments while maintaining healthy relationships with pharmacies and distributors.
- Collaborated with sales and finance teams to align credit terms with business goals, supporting smooth distribution of drugs to wholesale clients.
- Followed up on outstanding invoices through calls, emails, and visits, resolving payment issues in a professional and empathetic manner.
- Assessed client creditworthiness and enforced company credit policies.

UPTOWN P. RESORT
Front Desk Officer — Anambra, Nigeria | Jan 2024 - Jul 2024

- Welcomed guests with warmth, managed check-ins and check-outs efficiently, and provided clear information about resort facilities and services.
- Responded promptly to phone, email, and in-person inquiries, delivering personalised support that enhanced guest satisfaction.
- Maintained accurate guest records, bookings, and billing details using resort management software while upholding data confidentiality.
- Addressed guest concerns with professionalism, turning potential complaints into positive experiences that built customer loyalty.

- Coordinated with maintenance and other departments to promptly resolve guest requests and ensure a seamless stay experience.

ALEX EKWUEME FEDERAL TEACHING HOSPITAL (NYSC)
Pharmaceutical Technologist — Ebonyi, Nigeria | Sep 2021 - Jun 2022

- Worked closely with management to ensure standard operating procedures and practices were consistently applied.
- Provided accurate screenings to avoid health complications, including allergic reactions and negative drug interactions.
- Carefully reviewed prescriptions and courteously helped patients understand the directions accompanying their medication.

EDUCATION

Higher National Diploma (HND) in Pharmaceutical Technology — Dec 2017 - Dec 2019
FEDERAL POLYTECHNIC, NEKEDE, IMO

National Diploma (ND) in Pharmaceutical Technology — Dec 2014 - Oct 2016
FEDERAL POLYTECHNIC, NEKEDE, IMO

West African Senior School Certificate (WASSCE) — Sep 2008 - Jun 2013
REDEMPTION MODEL SECONDARY SCHOOL, ANAMBRA

PROFESSIONAL SKILLS

- Programme Coordination & Field Supervision
- Stakeholder & Partner Engagement
- Donor Compliance & Reporting
- Proficient in Microsoft Excel & MS Word
- Conflict Resolution & Problem-Solving
- Communication & Active Listening
- Monitoring, Evaluation & Data Quality
- Logistics & Inventory Management
- Regulatory Compliance & Quality Control
- Attention to Detail & Error Prevention
- Customer Relationship Management (CRM)
- Time Management & Analytical Thinking

KEY ACCOMPLISHMENTS

Coordinated TB screening and case-finding across multiple LGAs and facilities, strengthening field team performance against project targets and improving the completeness and accuracy of data submitted for review.

Consistently achieved high customer satisfaction by resolving inquiries and complaints promptly, resulting in repeat patronage and positive client feedback.

Strengthened accuracy in drug dispensing and wholesale distribution by maintaining strict compliance with pharmaceutical standards, while educating clients on proper usage, improving safety, trust, and long-term retention.

PROFESSIONAL CERTIFICATIONS

Effective Leadership (HP LIFE Foundation)	Aug 2024
Business Communication (HP LIFE Foundation)	Oct 2022
Customer Relationship Management (HP LIFE Foundation)	Aug 2022
Social Media Marketing (HP LIFE Foundation)	Aug 2022
Certificate of Membership (National Association of Pharmaceutical Technologists)	Mar 2020

LANGUAGES

English (Written and Spoken)