

Summary

As a meticulous and organized professional with 3 years of experience, I am actively seeking a challenging position where I can apply my expertise in data entry, customer service roles, office administration, and communication to enhance the overall efficiency and seamless functioning of the organization.

Work Experience

MENTAL HEALTH NURSING ASSISTANT (June 2022–December 2023)

Primary Care Recruitment: CNTW NHS Trust Newcastle, England

- Safeguard sensitive information through proper documentation handling, data entry, and record maintenance procedures.
- Contributed to a positive work environment with strong interpersonal skills and a proactive teamwork attitude.
- Greeted guests in with friendliness and professionalism.
- Answered incoming phone calls to process requests, transfer calls, or relay messages to appropriate personnel.

OFFICE ASSISTANT (March 2021 – Jan 2022)

Building Nations Initiative, University of Ibadan, Nigeria

- Enhanced office efficiency by managing schedules, organizing files, and maintaining a clean workspace.
- Facilitated smooth operations by efficiently handling incoming mail, phone calls, and visitor inquiries.
- Completed clerical tasks such as filing, recording minutes of meetings, and distributing mail.
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- Managed daily data entry and kept clerical information accurate and up-to-date.
- Ordered office supplies and kept the office stocked with the needed resources to operate smoothly.
- Collaborated with various departments to complete assigned tasks.

CUSTOMER SERVICE REPRESENTATIVE (March 2020–February 2021)

Mide Victory Initiative, Ilishan, Ogun State, Nigeria

- Engaged with customers/clients daily through both phone calls and in-person interactions.
- Handled customer inquiries and suggestions courteously and professionally.
- Answered a constant flow of customer calls with minimal wait times.
- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Utilized customer service software to manage interactions and track customer satisfaction.
- Addressed all customer complaints with compassion, attentiveness, and a prompt response.
- Actively listened to customers, handled concerns quickly and escalated major issues to the supervisor.

Core Skills

Microsoft Office Suite, Google Suite, Communication & Presentation (Public Speaking), CRM, Organizational skills, Ability to multitask, Office administration, Time management, Accountability, Appointment scheduling, Product knowledge, Customer service, Team collaboration, Data entry, Mail management, Fast learner, Capacity for hybrid work, Problem resolution, research, call center representatives and social media.

Education

Master of Science: Public Health

University of Northumbria, Newcastle, England.

Bachelor of Science: Microbiology

OBAFEMI AWOLOWO UNIVERSITY, Ile-Ife, Osun State, Nigeria.