

ADEYEMI IFEOLUWA GRACE

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E ifeoluwagrace88@gmail.com

A Abuja, Nigeria

PERSONAL STATEMENT

A dedicated and professional Administrative assistant/Customer Care Representative with more than five (5) years' experience with the ability to provide timely information, multi-tasking geared towards producing results, innovative thinking to effectively carry out allotted roles.

KEY SKILLS

- Operations management
- Excellent communication skills
- Customer Care Representative
- Proficiency in Microsoft Office package
- Exceptional problem solving skill
- Planning and organizational skills

WORK EXPERIENCE

Terziph Services Limited, Nigeria

Volunteer Executive/ Admin Assistant, 2020 – Date

- Collaborated with project managers to properly document all activities.
- Implemented requirements for optimized purchasing power.
- Managed functional areas of customer related request and complains.
- Generated payments for program-related activities to keep accurate records of financial expenditure.
- Developed logistical checklists to guide activities support.
- Detected and enforced improvement opportunities in supply chain.

SMILE COMMUNICATIONS, Ibadan 2019

Customer Care Representative

- Provided maximum customer service by answering phone calls
- Replied emails and handling office correspondence

- Identified and assessed customers' needs to achieve satisfaction
- Resolved problems relating to customer account with accuracy and efficiency
- Provided accurate and complete information using the right method and tools

National Youth Service Corps, Nigeria

Administrative Assistant (NYSC) / All Soul's Anglican Grammar School Ado Ekiti 2018

- Answered telephone calls, respond to queries and emails
- Prepared expense reports and office budgets
- Organized procurement of office supplies and order.

EDUCATION

Federal Polytechnic Damaturu, Yobe state 2009

National Diploma. Business Administration

University of Maiduguri, Nigeria. (2018)

B.Sc. (Hons) Business Administration

CERTIFICATIONS

- Developing your Emotional Intelligence (LinkedIn)
- Building Resilience (LinkedIn)

AFFILIATIONS

Associate International College of Human Resource Management
(ICSP 002490).

- Associate International College of Project Management Professional.

REFERENCES

- Available on Request