

UGWU OLIVIA CHINEMEOGO

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PROFESSIONAL SUMMARY

Highly organized and results-driven professional with a **B.Sc. in Sociology and Anthropology** and over **5 years' combined experience** across **sales, customer service, administration, and HR support**. Proven ability to drive sales through effective client engagement, manage front desk and office operations, maintain accurate records, and support organizational processes. Adept at building strong customer relationships, meeting targets, and delivering excellent service. Seeking to contribute strong **sales, administrative, and interpersonal skills** to a growth-oriented organization.

PROFESSIONAL EXPERIENCE

HR/ Administrative Assistant

July 2025 – Present

Zasoby Consult

- Supported front desk and administrative functions during a 1-week training program for **50+ staff**, ensuring smooth registration, logistics, and documentation.
- Designed and edited **10+ professional presentation slides** for sessions, improving clarity and professionalism of HR materials.
- Maintained accurate documentation of interactions, staff contributions, and feedback for **HR reporting and record-keeping**.
- Assisted in session coordination, ensuring **on-time scheduling and participant satisfaction**.

Sales & Customer Service Executive

January 2025 – June 2025

PrimeMart Retail Solutions

- Promoted and sold consumer products to **50–70 customers daily**, contributing to consistent monthly sales growth
- Achieved and exceeded assigned sales targets through **effective product presentation and persuasive communication**
- Maintained accurate sales records, invoices, and customer data, supporting daily and monthly sales reporting
- Handled customer inquiries, complaints, and after-sales support, improving repeat patronage and customer loyalty
- Collaborated with team members to execute promotions and improve in-store customer experience

Customer Support Specialist (Contract)

August 2025 – November 2025

Teleperformance Nigeria

- Processed **1,000+ customer requests** through calls and chat across Back Office (Local Hubs) and Tier 1 units.
- Conducted **document verification** for identity checks, improving accuracy of client onboarding by **30%**.
- Performed data entry and cross-checking with **100% adherence** to validation procedures.
- Resolved customer inquiries and complaints, maintaining an average **90% satisfaction rate**.
- Collaborated with verification teams to reduce document processing time by **25%**.

School Secretary / Teacher (NYSC)

2024 – 2025

St. Paul Catholic Secondary School, Ondo State

- Managed **administrative records for 300+ students**, improving retrieval time by **40%**.
- Drafted and processed over **200 correspondences, reports, and schedules**, ensuring confidentiality and accuracy.
- Coordinated **meetings, events, and examination logistics**, improving operational efficiency by **20%**.
- Served as a communication link between staff, parents, and students, reducing response time to inquiries by **30%**.
- Delivered **Economics lessons** to senior students, raising performance by **25%**.

Customer Service Representative

2015 – 2018

Everyday Supermarket, Enugu State

- Handled **200+ customer orders, complaints, and inquiries weekly** via phone, SMS, and in person.
- Achieved **95% customer satisfaction rate** through effective issue resolution and professional communication.
- Maintained accurate service records, contributing to a **15% improvement in workflow efficiency**.

EDUCATION

University of Nigeria, Nsukka

2018 – 2023

Bachelor of Science (B.Sc.) in Sociology and Anthropology

SKILLS

- Sales & Customer Acquisition
- Customer Service & Relationship Management
- Front Desk & Reception Operations
- Administrative Support & Office Management
- Records & Documentation Management
- Communication, Negotiation & Persuasion
- Scheduling, Meetings & Event Coordination
- Report Writing & Data Entry
- Digital Literacy (MS Office, Email, Internet)
- Teamwork & Interpersonal Skills

CERTIFICATIONS

Certificate in Cake Baking

Gina Cakes Academy

INTERESTS

- Sales performance and customer experience
- Event planning and organizational tasks
- Reading personal development materials
- Community and student support initiatives
- Baking, decorating, and creative pastry design

REFEREE

- Available upon request