

ETOK GRACE QUEEN

Ajah, Lekki, Lagos
etokgracequeen@gmail.com
Tel: 07066413384

CAREER OBJECTIVE:

I am a young and vibrant lady with several years of customer service experience and a driven passion towards customer satisfaction. I aspire a position in a professional environment where my skills can benefit the organization, achieving operational objectives of every project assigned. I possess ability to identify customer needs and ensure they are met to satisfaction.

PERSONAL ATTRIBUTES

- Excellent inter-personal skills
- Deep knowledge in Marketing
- Passionate and Result oriented.
- Ability to work with little or no supervision
- Excellent multi-tasking ability
- High level of creativity
- Integrity and honesty

REFEREES:

Available on request

EDUCATIONAL QUALIFICATIONS

National Open University	2018 – 2022
<i>B. Sc. In Business Administration</i>	
Festac Senior Grammar School	2006 - 2012
<i>Senior School Certificate Examination (SSCE)</i>	

WORKING EXPERIENCE:

MANAGER August 2024 – Till Date
CEO'S Mart
Capital mall, Orchid road, Lekki, Lagos

RESPONSIBILITIES:

- Supervising and motivating employees
- Providing excellent customer service
- Monitoring and maintain inventory levels
- Assisting in achieving sales targets
- Implement strategies to increase sales

HR/ADMIN (REMOTE) April 2024 – August
CI Pearl production
59a Lekki County, Ikota, Lekki, Lagos

RESPONSIBILITIES:

- Recruitment and hiring
- Onboarding and training new employees
- Payroll processing
- Scheduling appointments and meetings
- Assisting with budgeting and financial planning

SUPERVISOR May 2023 – March 2024
Enej supermarket
Bernice plaza, Orchid Road, Lekki, Lagos

RESPONSIBILITIES:

- Team management: Leading, guiding and a team of employees to achieve sales.
- Customer service: Ensuring excellent customer developing service, and complaints, and resolving issues.
- Cash Handling: managing cash, credit card transactions, and maintaining accuracy.
- Reporting: Completing reports, analyzing data, and providing insights to improve store performance.

CUSTOMER ATTENDANT

Oct 2022– April 2023

Royal Root Cinema

Ikota, Lekki, Lagos.

RESPONSIBILITIES:

- Attending to guest enquiry and bookings
 - Providing introductory information to guests.
 - Ensuring all guests are satisfied with products and services.
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CUSTOMER SERVICE REPRESENTATIVE**Krispy Kreme Doughnut**

March 2020 - Aug 2022

Victoria Island, Lagos.

RESPONSIBILITIES:

- Participating in meetings with the Customer Service
 - Team to discover new communication tactics and
 - Maintaining expert knowledge about the company products.
 - Providing introductory information to new Customers. Ensuring the Customers are satisfied with products and services.
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SUPERVISOR**Sure Winner – Gaming and Casino**

2019 – 2020

24 Road, Festac

Town, Lagos.

RESPONSIBILITIES:

- Evaluating performance and providing feedback
 - Creating and Managing team schedules.
 - Reporting to HR and Senior Management.
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CASHIER**Temple Hill Supermarket**

2018 – 2019

Festac Town, Lagos.

RESPONSIBILITIES:

- Collect payments whether in Cash or Credit.
- Issue receipts, refunds, change or tickets to the customer.
- Scan goods and ensure pricing is accurate.
- Cross-sell products and introduce new ones to customers

SECRETARY
Starbest Nigeria Limited
Amuwo Odofin, Lagos.

2017 - 2018

RESPONSIBILITIES:

- Ensuring meetings are effectively organized and minutes.
 - Upholding the legal requirements of governing documents, company laws, charity law etc
 - Maintaining effective records and administration.
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SUPERVISOR
Deli-Ville Eatery
Festac Town, Lagos.

2016 - 2017

RESPONSIBILITIES:

- Know how to handle stress
- Set up training programs
- Motivate team members