

# Shikemi Hannah Abayomi

**Ikosi-Ketu, 100246 Lagos-Nigeria**

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A highly motivated and customer-focused professional with extensive years of experience in front desk management and customer service. Proven ability to handle inquiries, resolve complaints, and ensure smooth daily operations at reception. Adept at maintaining a welcoming atmosphere while efficiently managing administrative tasks. Committed to providing outstanding service and building positive relationships with clients, visitors, and colleagues.

- Customer Service Excellence
- Team player
- Communication
- Customer Service
- Interpersonal Skills
- Problem Solving
- Report Writing
- Coordination
- Time Management

## WORK EXPERIENCE

**Blossoms Microfinance Bank | Ikeja, Lagos, Nigeria**  
**Customer Service**

**Jan, 2024 till date**

- Support the customer service team in responding to customer inquiries and managing complaints.
- Conduct surveys to gather feedback and improve service quality.
- Assist in training new team members on customer service protocols and best practices.
- Educate customers about promotions and terms policies, enhancing customer understanding and satisfaction.

**Alafia Oluwa School | Ogbomoso, Oyo, Nigeria**  
**Front Desk Officer**

**April, 2022-Nov, 2023**

- Served as the first point of contact for clients and visitors, providing courteous and efficient service.
- Managed client check-ins and bookings, ensuring seamless coordination between departments.
- Handled confidential documents, maintained records, and assisted with various clerical duties.
- Coordinated office supplies and managed inventory to ensure uninterrupted operations.
- Assisted in resolving customer queries and escalating more complex issues to management.

## EDUCATION

**HND | Accountancy**      February, 2022

**Federal Polytechnic, Offa, Offa, Kwara State**

**OND | Accountancy**      August, 2017

**Kwara State Polytechnic, Ilorin, Kwara State**