

ORDAFE JOY ZAINAB EFUEOGHENE

CUSTOMER SERVICE | ADMINISTRATION | BUSINESS DEVELOPMENT | OPERATIONS | MICROSOFT OFFICE

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ABOUT ME

Professional Customer Service Personnel, a Client Relations Expert, and an Operations Specialist. A graduate of the prestigious ZION PLACE COLLEGE School with an O-Level Proficiency in all areas of Microsoft Office. Core management experience from Samhak Enterprise, Beloxxi Industry, Reckitt Benckiser, Oghene Fejire Ventures, SEPTEM VII Investments and Burger King. I am result-oriented and will certainly add value to my prospective organization with my management skills and experience ranging from customer service, administration, and business development. I am confident of an increase in organizational growth and development.

SKILLS

- Customer service
- Administration
- Sales
- Communication
- Problem-Solving
- Finance
- Team lead
- Business development
- Management
- Operations
- Microsoft office

CERTIFICATION

LAGOS STATE UNIVERSITY (IN VIEW)

THE ZION PLACE COLLEGE

WAEC (2012 – 2017)

Certified

CAREER EXPERIENCES

EMO-TECHNICAL SERVICES

Cleaner/Office Assistant (July 2024 -Till date)

Job Description:

- Maintained cleanliness and orderliness of office spaces, including sweeping, mopping, vacuuming, and dusting floors and surfaces.
- Ensured the hygienic upkeep of restrooms and kitchen areas by cleaning and restocking soap, tissues, and other consumables.
- Disinfected high-touch areas such as door handles, light switches, desks, and chairs to support workplace health and safety.
- Collected and disposed of office waste appropriately, ensuring proper waste separation and disposal procedures.
- Cleaned glass doors, windows, and office equipment to maintain a professional appearance of the office environment.
- Promptly reported any maintenance or repair needs such as leaks, faulty electrical fixtures, or broken furniture to the supervisor.
- Maintained professionalism, confidentiality, and reliability in a corporate office setting.

SAMHAK ENTERPRISES

Sales Representative (6months)

- Interpreted consumer feedback and advised the Client on the best optimum way forward.
- Improved service quality and increased sales by developing a strong knowledge of the company brand.
- Promoted the sale of deposits, investment and loan products and services.
- Suggested new display ideas to improve the visibility of the brand in stores.
- Organized weekly sales reports for the sales department to track product success for clients

BELOXXI INDUSTRIES

Production Line (3 months)

- Pulled defective products
- Followed safety regulations
- Sealing, Labelling, arranging product with the relevant information
- Packed product based on daily orders

REKKITT BENKISER

Warehouse Assistant (5months)

- Received and processed incoming stock and materials
- Inspected and verified incoming and outgoing products for accuracy and quality
- Pick and fill orders from stock

OGHENE FEJIRO VENTURES

Sales Representative (1year)

- Dealt with the management and dispensation of cash
- Developed, implemented and monitored programs to maximize customer satisfaction.
- Improved service quality and increasing sales by developing a strong knowledge of company brand.
- Analyzed projects and recommend brand issues.

SEPTEM VII INVESTMENTS

RECEPTIONIST (1 year 4 months)

- Provided basic and accurate information to visitors and clients.
- Answered, screened, and forward phone calls.
- Greet welcome visitors in a friendly and professional manner.
- Performed clerical duties such as filing, scanning, photocopying and also assisted with various administrative tasks and projects as assigned.
- Addressed and resolved customer inquiries and complaints efficiently.
- Managed visitor's logbook maintained and updated contact list and databases and also directed visitors to the appropriate person or department.
- Handled incoming and outgoing mails and packages, took accurate messages and ensured they are delivered promptly and correctly.

BURGER KING

Shift Supervisor (3 years)

- Ensured team members perform their roles effectively and efficiently.
- Ensured high levels of customer satisfaction through excellent service.
- Addressed and resolved customer issues and complaints promptly and professionally.
- Oversaw daily operations to ensure compliance to the company's standards and procedures.
- Monitored inventory levels and placed orders as needed, conducted regular stock checks and ensured proper storage of supplies.
- Supervised and coordinated the activities of the restaurant team during the shift, also provided training and support to new employees and ongoing coaching to existing employees.

BIO-DATA

Sex: Female

Health Status: Fit

Language Proficiency: English, Yoruba

Nationality: Nigerian

Address: No.2,AlexKoladeStreet,Old Garage bus stop,Isheri bus stop,Lagos

REFERENCE: AVAILABLE ON REQUEST