



- Demonstrated professional etiquette and manners, improving 40% positive feedback immediately.
- Recognized by doctors as the best customer service representative.
- Provided administrative services.
- Booked patients on appointment to see the doctor with an electronic medical record (Medicplus).
- And other duties assigned by the Medical Director/Medical Manager.

**Fidelity Bank Plc  
Direct Sales Agent**

**2017**

**ACHIEVEMENTS**

- Achieved sales target by 60%
- Responsible for the provision and safe keeping of customer's information and files.
- Followed up on customers' requests such as pay in cheque, collect cash, process transactions.
- Cash pick up from the customers for deposit into their accounts.
- Any other duties as assigned by the Supervisor.

**Diadem Crown Global Ventures Limited.**

**2015- 2016**

**Front Desk/ Administrative Officer**

**ACHIEVEMENTS**

- As an Administrator for Diadem Crown Global Venture Ltd, created highly effective organization and filing systems, including quick and thorough indexing, filing and offsite storage, resulting in easy access to critical information and streamlined office management.
- Monitored order fulfillment to guarantee seamless inventory movement without excessive backlog.
- Oversee and administered the day-to-day activities of the office; developed policies, procedures, and systems which ensure productive and efficient office operation.
- Provided and oversee provision of staff support to the office to include handling wake- up and phone interactions, maintained calendars and travel arrangements, responded to incoming correspondence, handled day-to-day problems and situations, and provision of secretarial support.
- Sorted out posts, answered phone calls, provided preliminary information to customers, co-ordinated appointments, meetings and correspondence.
- Prepared PowerPoint presentations, created Excel spreadsheet reports, gathered and distributed confidential reports.

**National Youth Service Corps**

**2015**

**ACADEMIC QUALIFICATIONS**

Madonna University, Elele, Rivers State.

2007-2014

Bachelor of Science in Computer Science

Dee Unique International College, Abesan Estate, Lagos State. 2001-2007

West Africa Senior School Certificate (WASSCE).

St. Leo's Nursery and Primary School, Ikeja, Lagos.

1995-2000

First School Leaving Certificate

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## **MEMBERSHIP & CERTIFICATION**

- Alison  
Diploma in Operations Management (Ops)  
2020
- National Youth Service Corps (NYSC)  
(Discharge Certificate).  
2015-2016

## **AWARDS**

- Most Effective Staff of the year  
2020  
Giftnuels Travels and Tours  
Limited.

## **REFEREES**

Available on Request.

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