Solutions-driven and resourceful administrative professional skilled at managing multiple tasks simultaneously, and comfortable working with a wide range of customers from different backgrounds and with different needs. A verifiable history of working in fast-paced environments using competent technical skills to provide exceptional customer service at every level of work. Coupled with these technical skills are soft skills such as creative thinking, effective communication skill, and emotional intelligence which has been honed within the years of experience and deployed to transform customer feedback into actionable insights that has improved results and work processes. In addition to my academic background in Business Administration and Accounting, I have had the opportunity to work as a relationships officer for numerous financial institutions, developing and implementing policies to suit the demands of consumers and generating positive customer interaction. As a result, I've had the opportunity to gather professional experience in developing long-term connections with clients and customers.