

Cynthia Agbasi

CONTACT

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SKILLS

Microsoft Office (Word, Excel,
Access, Powerpoint, Outlook)
Working knowledge of Office
Management procedures
Customer Service and Support
Excellent Interpersonal skills
Ability to work with a team
Effective Communication
Time Management and
Organizational skills
Problem-solving skills
Emotional Intelligence
Multitasking ability

EDUCATION

- B.A English language

Obafemi Awolowo University,
Osun state

2015-2019

CERTIFICATIONS/TRAINING

Society for Human Resource
Management (SHRM)
Certification

Chartered Institute of Customer
Relationship Management
(CICRM) Certification

Project Management Professional
(PMP) Certification

Jobberman's Soft Skills Training
& Certification

Google's Fundamentals of Digital
Marketing Certification

EXTRA-CURRICULAR ACHIEVEMENT(S)

Welfare Officer, Alien Nation
Creativity (2018/2019 session)

PROFILE

A goal-driven individual with experience in Administrative Management. Able to exceed expectations by prioritising tasks and completing them on time.

WORK EXPERIENCE

June 2018 – December 2018 Project Skills Consult (Ife, Osun state)

Administrative Intern

- Managed the running of day-to-day operations
- Organised and maintained office files
- Answered phone calls and provided Customers with positive experience
- Assisted Customers with inquiries and requests
- Created and updated Customer databases and reports
- Scheduled appointments and organised meetings
- Took minutes during meetings
- Liaised between the Management and Customers
- Designed Powerpoint Slideshows for meetings
- Prepared reports for Performance Appraisal

September 2014 – April 2015 Best Foundation College (Ife, Osun state)

Tutor

- Developed and implemented an engaging curriculum from a range of researched sources
- Used active listening to solve students learning difficulties which improved class participation
- Formed and maintained trusting relationships with students