

## JOSEPH, MARY MOTUNRAYO

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Female | Single | Nigerian

### CAREER OBJECTIVES

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A creative, hardworking and optimistic individual, who is purpose driven in any task assigned and understands organization's need to obtain maximum profit and growth. With this in mind, I am open minded to learning new skills swiftly, remodeling organization needs and principles to effectiveness for optimum production and quality. A position where my skills and capacity can contribute positively to the organization is my sincere desire.

### CORE STRENGTH AND SKILLS

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- Leadership Skills: Influencing and motivating people to achieve set goals.
- Administrative Abilities: Able to handle duties required to achieve work processes adequately and meticulously.
- Ability to multitask.
- Proficient in the use of Microsoft Word and Microsoft Excel.
- Proficient in handling major social media platforms.
- Excellent interpersonal and customer/client service skill.
- Human management skills.
- Comprehensive, concise writing, oral and interpersonal communication skill.
- Ability to work efficiently in/with a team.
- Ability to work according to instructions supervised or unsupervised.
- Time-efficient.
- Organizational Abilities: Putting ideas and materials in order for efficiency.
- Problem Solving: Can solve problems, tolerate stress, push forward and provide alternative solutions to problems.

### EDUCATIONAL BACKGROUND

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2019 - 2020 **National Youth Service Corps.**

2015 - 2018 **University of Benin**

*Bachelor of Arts (Second Class "Upper Division") degree in Theatre Arts.*

*Project: "Theatre as a tool against domestic violence on women".*

2008 - 2014 **Bedrock College**

*Senior Secondary School Certificate (SSCE).*

## **PROFESSIONAL COURSE/CERTIFICATION**

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- **Human Resources Management Professional**  
London Academy Business School.
- **Jobberman**  
Soft-Skills Training.

## **WORK EXPERIENCE**

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### **FASTGAS LIMITED-Customer Support Specialist 2020-2021**

- Help customers with complaints and question.
- Give customers information about product and services.
- Manage customer's queries and complaints.
- Process orders, modifications and escalate complaints across a number of communication channels.
- Communicating and coordinating with colleagues as necessary.
- Ensure that customers are satisfied.
- Go extra mile to see that customers are satisfied.

### **ABENI-VISUAL/PERFORMING-ARTS-INSTITUTE - Human Resource Manager (Corps Member) 2019 - 2020**

- Assisted in onboarding newcomers to the company.
- Assisted in managing company's staff, including coordinating and supporting the recruitment process.
- Assisted in the welfare aspects of staff and students.
- Assisted in providing the necessary support systems for payroll requirements.
- Assisted in developing adequate induction and training.
- Supported employee opportunities for professional development.

### **BOOKSPLUS – Customer Care Representative**

**2019**

- Responded promptly to customer's call.
- Developed daily order placement, sales and customer's complaint schedule.
- Maintained a positive, empathetic and professional attitude towards customers.
- Kept records of customer's interactions, orders and complaints.
- Developed and sustained solid relationship with customers.
- Built customers loyalty and trust in the company.

### **GNLD STORES – Sales Manager**

**2014 - 2015**

- Served as the Sales Representative both online and on-site.
- Planned, organized and coordinated sales activities.

- Created a plan for gaining customers and then retaining them.
- Planned advertising and promotional campaign for products both online and on-site.
- Reported directly to the CEO on sales management and productivity.
- Ensured product appealed to the market.
- Successfully worked to strict timeliness.

## **INTEREST**

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Music | Touring | Writing | Learning.

## **REFEREE**

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Available upon request.