

ABEL MORENIKE ELIZABETH

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PERSONAL STATEMENT

Dynamic and results-oriented professional with a strong background in customer service and administrative support. Eager to leverage my expertise in client relations, organization, and project management to enhance operational efficiency. Passionate about delivering exceptional service and fostering positive relationships, I am seeking opportunities as a Customer Service Representative, Administrative Assistant, or Virtual Assistant.

COMPETENCIES

- Customer Service Excellence
- Administrative Support
- Client Relations
- Communication Skills
- Project Management
- Digital Marketing
- Multilingual Proficiency
- Technical Skills

WORK EXPERIENCE

ABOPE CHAMBERS, Ibadan, Nigeria

Library Attendant

Jan 2023 – Sep 2024

- Assisted legal professionals with research, improving resource retrieval efficiency by 30%.
- Organized over 1,000 library materials, enhancing accessibility and resource management.
- Maintained confidentiality of sensitive client records, ensuring compliance with legal standards.
- Supported case preparation, contributing to streamlined workflows and improved outcomes.

ABOPE CHAMBERS, Ibadan, Nigeria

Assistant Front Desk Associate

Aug 2022 – Dec 2022

- Managed client inquiries as the first point of contact, increasing customer satisfaction by 25%.
- Developed a system for handling communications and scheduling, reducing response time by 40%.
- Coordinated administrative tasks across departments, fostering collaboration and improving efficiency.
- Trained new staff on front desk protocols, enhancing team effectiveness.

MarketStand Super Market, Ibadan, Nigeria

Sales Attendant/Cashier

May 2021 – Dec 2021

- Increased sales by 20% through effective customer engagement and upselling techniques.
- Managed cash transactions accurately, ensuring zero discrepancies in daily sales of up to ₦500,000.
- Implemented promotional strategies, resulting in a 15% growth in customer footfall.
- Delivered exceptional customer service, resolving inquiries and issues promptly, leading to positive feedback.

COMMUNITY INVOLVEMENT

Voittheihands NGO, Ibadan, Nigeria

Volunteer

May 2024 – Present

- Collaborate with legal teams to provide pro bono legal services to marginalized communities, focusing on human rights issues.
- Conduct community outreach programs to educate individuals on their legal rights and available resources.
- Assist in organizing workshops that empower local youth through knowledge of legal processes and advocacy.

Legal Aid CDS Group

Litigation Secretary

Jan 2023 – Sept 2024

- Managed documentation and case files for ongoing litigation, ensuring all materials were organized and accessible.
- Assisted in the preparation of legal briefs and submissions, contributing to the efficiency of the legal team.
- Coordinated communication between clients and attorneys, enhancing client satisfaction and case management.

Legal Aid Clinic, Babcock University

Student Volunteer

Jan 2022 – Sept 2023

- Provided legal research support for cases related to social justice and human rights, contributing to impactful community initiatives.
- Assisted in drafting legal documents and briefs, enhancing the clinic's ability to represent clients effectively.
- Engaged in public awareness campaigns to inform the community about access to legal resources and services.

Political science and public administration society, Babcock University

Active Member

Sept 2021 – Apr 2022

- Participated in organizing seminars and discussions on global issues, fostering a greater understanding of international law among peers.
- Collaborated with local NGOs to promote human rights initiatives, advocating for policy changes and community engagement.

EDUCATION

- Babcock University, Nigeria - ***Bachelor of Science in International Law and Diplomacy***

CERTIFICATIONS

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| • Institute of Fraud Examiners - <i>Certified Fraud Examiner</i> | 2023 |
| • New Horizons - <i>Microsoft Office Word and Excel</i> | 2023 |
| • New Horizons - <i>Customer Relationship Management</i> | 2023 |
| • New Horizons - <i>Project Management</i> | 2023 |
| • Jobberman, Nigeria - <i>Jobberman Soft Skills Training</i> | 2023 |

REFERENCES

- Available upon request