

GIFT EMMANUEL

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PROFESSIONAL SUMMARY

A resourceful and committed professional adept at rendering excellent customer service and outstanding administrative support to clients and the management. Demonstrates exceptional communication and relationship building skills, and encourages team collaboration in order to achieve excellent customer satisfaction. Proficient in various administrative functions which include; personal assistance, executive support, social media management, operations management, corporate communication, client billing, conflict resolution. Skilled in the implementation of effective business policies and procedures. Seeking a career in the administrative field where I can utilize my skills and broaden my knowledge while contributing to the growth of the organization.

COMPETENCIES

- Customer Relationship Management
- Client Retention and Relation
- Corporate Communication
- Account Management
- Office Administration and Management
- Good presentation skills
- Complaint resolution
- Problem-solving skills
- Procurement expertise
- Proficient in Microsoft tools (Word, Excel, and PowerPoint)
- Business management
- Great work ethics
- Effective communication skills (written & oral)

EDUCATION

- **National Youth Service Corps (NYSC)** **2022**
- **ESAE Benin University, Cotonou - B.Sc in Business Administration** **2019**
- **Oghenevo Memorial Secondary School – SSCE** **2015**

EMPLOYMENT HISTORY

PPMC Subsidiary of NNPC(Folawiyo Depot), Creek road, Apapa **May 2017 – Feb 2019**

- Handled company's social media accounts
- Scheduling appointments, maintaining an events calendar, and sending reminders
- Managing internal and external correspondence on behalf of senior management.
- Liaising with internal departments, taking orders, answering calls, and making travel arrangements.
- Observing best business practices and etiquette
- Responding to customers inquiries and complaints
- Managed Administration of the Head Store at Lekki
- Building customer relationships
- Procured items for the various store across Lagos
- Maintenance of up-to-date registers for customers' instructions and transactions as required under the existing policies and procedures

Achievements:

- **Commended for a track-record of 100% accuracy and consistently delivered tasks within critical deadlines**
- Develop strategic business plan, identifying market opportunities, which resulted in well-defined business objectives and also strengthened corporate presence
- Played key role that led to increase in **customer retention by 70%**
- Reduced admin budget expense by **13%**

Sales Representative | EZEPHARM Pharmaceutical Company

Mar 2013 – Feb 2014

- Maintaining effective records which include proper filing
- Welcoming visitors to the organization
- Answering calls, taking messages and handling correspondence.
- Maintaining diaries and arranging appointments.
- Typing, preparing and collating reports.
Organising, servicing meetings and taking minutes
- Keeping inventory records
- Management of Sales
- Auditing
- Supervisory Duties

References are available on request