

## **OKPERIN JANET OLUWAKEMI**

Ajah, Lagos State.

07012322542

[janetkemi24@gmail.com](mailto:janetkemi24@gmail.com)

### **PROFILE**

- More than 3 years customer service and administrative experience in diverse business settings
- Highly organized, friendly and able to establish long-term positive and fun relationship with clients, co-workers and outside resources
- Skilled in working independently and as an enthusiastic team player
- Capable of working efficiently with top executives, making workflow smooth
- Contributed to successful operation of various private sectors companies by streamlining processes to increase productivity
- Knowledgeable in handling confidential matters and proprietary information
- Seeking a position focusing on customer service/ administration

### **CORE COMPETENCES AND SKILLS**

- Administrative support
- Operations management
- Customer service
- Familiarity with CRM systems and practices
- Proficiency in Microsoft office including excel, word, and PowerPoint
- Sales and expenses reporting
- Document and correspondence preparation
- Invoice processing
- Handling proprietary information
- Taking stock and inventories
- Excellent communication and presentation skills
- Team-oriented individual with good interpersonal skills
- Ability to multi task, prioritize and manage time effectively
- Excellent analytical, planning and organizational skills
- Excellent knowledge of accounting software like quick book
- Strong phone handling skills and active listening

### **WORK EXPERIENCE:**

Sophisticated Stores, Warri.

May 2020 – January 2021

#### **Centre Manager/Sales Rep**

- Supervise day to day operations for smooth and effective management
- Motivates staffs to ensure monthly sales goals /targets are met
- Develop and arrange promotional materials and in store display
- Prepares detailed monthly report showing income, expenditures and profit
- Train and oversees new staff
- Ensuring high levels of customers satisfaction through excellent service
- Responds to customers complaints and concerns
- Ensures store compliance with health and safety regulations
- Handles incoming and outgoing calls

Heartland Medical Centre, Warri.

June 2018 – March 2020

**Administrative Assistant**

- Managed the front desk/reception and attends to customers and visitors
- Oversees the management of finance, administration and day to day office operation of the facility
- Handles incoming and outgoing calls and mails
- Processed, files, documents and correspondence
- Developed content and print materials used to promote the medical center
- Prepared and presented financial report on a monthly basis showing income, expenditure and profit
- Developed and maintained customer's list that captures name, contact address and phone numbers of customers

NYSC: Enugu State Polytechnic, Iwollo

May 2017 – April 2018

**Administrative Assistant**

- Organized office and assist associates in ways that optimize procedures
- Sorted and distributed communications in a timely manner
- Created and updated records ensuring accuracy and validity of information
- Resolved office-related malfunctions and respond to requests or issues
- Coordinated with other departments to ensure compliance with established policies
- Maintained trusting relationships with colleagues
- Performed receptionist duties when needed

Andreas Learning Field, Lagos

Sept 2016- April 2017

**Secretary/Bursar**

- Managed the front desk and reception area
- Maintained and organized the school's filing system.
- Typed all necessary documents and correspondence.
- Printed supplementary notes as required
- Process payments/invoice

**EDUCATION & QUALIFICATION**

- |   |      |
|---|------|
| • Certificate on Soft Skills Training               | 2021 |
| • Certificate of National Youth Service (NYSC)      | 2018 |
| • University of Benin, Benin-City, Edo State (B.A)  | 2016 |
| • D.S.C Technical High School, Delta State (WAEC)   | 2012 |
| • D.S.C Model Primary School IV, Delta State (FSLC) | 2004 |

**REFERENCE**

Available on request