



GRACE OGBONNA

Dedicated and results-driven Administrative professional with several years of experience in providing exceptional support to an organisation. Adept at managing complex calendars, coordinating high-level meetings, and handling confidential information with the utmost discretion. Proven track record of optimising office efficiency, streamlining processes, and delivering top-notch administrative support in fast-paced corporate environments. Committed to maintaining the highest standards of professionalism and integrity. Seeking to leverage my expertise to drive organizational success and contribute to the strategic goals of a forward-thinking company.

17 Ntiedo Udosen off Oron Road, Uyo, ,
Enugu, Akwa-Ibom State, Nigeria
graceogbonna135@gmail.com
+2348143754127

Professional Experience

- **Customer Relationship Officer** Tippsy Garden's , Bar and Grills, Umuahia State. | April 2021 - November 2022
 - Handled customer service issues with tact and diplomacy, providing efficient resolution to customer inquiries
 - Developed customer relationships through timely followup and proactive communication
 - Maintained up-to-date knowledge of company products and services
 - Analyzed customer feedback to identify areas of improvement in customer service
 - Provided comprehensive support to customers on product and service usage
- **Administrative Officer** Gozmadi Enterprise, Ltd, Umuahia State. | January 2019 - May 2022
 - Maintained an organized filing system to ensure easy access to company documents
 - Managed the logistics of office supplies and services, including ordering, replenishing, and recordkeeping
 - Developed and maintained effective administrative procedures to streamline operations
 - Assisted with the coordination of special projects and events, including travel arrangements and scheduling
 - Provided assistance to visitors and customers, including answering questions and providing directions
- **Front Desk Assistant** Uyo High School, Akwa Ibom State. | July 2022 - July 2023
 - Answered incoming calls, ascertained callers' needs and directed them to appropriate personnel.
 - Handled credit card and cash transactions in accordance with school policies and procedures.
 - Handled parents/guardians' complaints in a professional and courteous manner
 - Recorded and prepared minutes of staff meetings and meetings with the school board.
 - Assisted in preparing reports related to students' academics and administrative reports.

Education

- **BSc Hons in History and International Relations** Abia State University, Uturu | September 2014 - October 2018
- **West African Certificate Examination (WAEC)** Ambassadors Model College, Obioha, Abia State | September 2008 - June 2013

Key Skills

- Excellent Interpersonal and Communication Skills
- Proficient in Guest Services and hospitality etiquette
- Strong Problem-Solving Abilities
- Excellent Organisational Skills
- Time Management
- Basic IT Proficiency
- Flexibility and Adaptability
- Conflict Resolution

Volunteering

- Rotaract Club (Youth Arm of Rotary International) | May 2016 - October 2023

Interests

Cooking and Culinary Activities

Learning of Foreign Languages

Volunteering and Community Service

Event Planning

Arts and Culture

Networking