

# J/O

# JOy OBukadata

## OBJECTIVE

Enthusiastic and detail-oriented professional with experience in both retail and administrative settings, seeking to leverage extensive background in customer service, sales, and admissions processes in the role of Retail & Admissions Assistant. Known for excellent communication skills, robust organizational abilities, and a strong commitment to providing outstanding customer support and maintaining efficient operations.



**ADDRESS**  
4, Millyard Bury  
Manchester, BL97LW  
United Kingdom



**PHONE**  
07342410592



**EMAIL**  
Menathomaz@gmail.com

## EXPERIENCE

**Retail Assistant**  
Drekford Global, Abuja  
June 2022-August 2023

- Enhance customer satisfaction by providing exceptional service, including managing inquiries, resolving issues, and ensuring a welcoming environment.
- Support inventory management by organizing products, conducting stock checks, and coordinating with the supply chain team to ensure timely availability of goods.
- Assist with visual merchandising and promotional campaigns to maximize sales and attract new customers.

**Customer Service Support Staff, Bulk Teller, Sales and Marketing**  
Guaranty Trust Bank, Benin  
Jan 2021-June 2021

- Rendered assistance to the branch customer service Officer.
- Account Package Opening.
- Customer Complaint Resolution.
- Recording and archiving.
- Cross Selling of Alternate Channels Customer Inquiries etc. - Cross Selling of Banks Alternate Channels Product.
- Marketing Unstructured Supplementary Service Date Products (USSD)
- Marketing of ATM cards products to increase adoption rate •Sale of Internet banking products to reduce cash transactions.
- Bulk Teller Receiver

**CRM Assistant**  
Kadaba Construction, Abuja  
June 2021 – Oct 2023

- Assisting in handling online office management
- product video shooting appearance and more as guided by the HOD.
- Assisting the CRM in achieving set goals, maintaining cordial relationships with the company's client.
- Representing the company at events and exhibitions

## EDUCATION

**MSc Management**  
Bpp University  
Manchester  
Oct 2023-present

**Bsc Accounting**  
Ambrose Ali University  
Edo, Nigeria  
2016-2020

## **SKILLS**

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- **Customer Service and Relations**
- **Retail Sales and Merchandising**
- **Admissions Policies and Procedures**
- **Data Entry and CRM Systems**
- **Strong Organizational and Planning Skills**
- **Proficient in Microsoft Office (Word, Excel, PowerPoint)**

## **HOBBIES**

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- **Team sport**
- **Reading and Writing**
- **Traveling and photography**
- **Puzzle solving**

## **REFERENCES**

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**[Available upon request.]**