

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,BL97L
W
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

- 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

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

REFERENCES

[Available upon request.]