**AZZAN MICHEAL  
 azzanmic@gmail.com | 07081306993 | badagry, Lagos State, Nigeria**

**Professional Summary**

Results-driven Administrative Officer and Customer Service Specialist with over 3 years of progressive experience in administrative management, customer relations, and team supervision. Proven track record in enhancing operational efficiency, managing cross-functional teams, and delivering exceptional customer service that fosters client satisfaction and loyalty. Known for adaptability, attention to detail, and a strong ability to navigate complex business challenges with innovative solutions.

**Core Skills & Competencies**

* Administrative Management: Office organization, data management, document preparation, and scheduling.
* Customer Service Excellence: Effective communication, issue resolution, client relationship management.
* Team Leadership: Staff training, goal setting, performance monitoring, and mentorship.
* Project Coordination: Task prioritization, workflow optimization, deadline management.
* Analytical & Problem-Solving: Data analysis, strategic planning, process improvement.
* Technical Proficiency: Web development,programming,etc .

**Professional Experience**

**Vista Group  
Assistant Manager / Customer Service LeadLagos State, NigeriaJan. 2024 – Present**

* Led a customer service team to deliver exceptional client support, achieving a **92% satisfaction rate** through prompt issue resolution and clear communication.
* Handled complex client issues and escalations with tact and professionalism, consistently resolving matters while maintaining strong client relationships.
* Managed day-to-day operations, coordinating schedules and tasks to support business efficiency.
* Assisted the General Manager with administrative tasks, research, and the execution of key responsibilities, enhancing overall productivity.
* Ensured effective follow-up on all tasks, monitoring the completion of daily to-do lists and deadlines.

**Standard Limited**  
**Administrative Officer / Customer Service Representative Nov. 2021 – Jan. 2025**

* Maintained a 90% customer satisfaction rate, effectively resolving customer complaints and implementing procedural improvements.
* Ensured efficient time management in handling high call volumes and resolving inquiries promptly.
* Developed and maintained organizational policies, optimizing the customer service experience and improving team workflows.

**Favour Height Limited**

**Customer Service Executive 2020 - 2021**

* Responded to inbound customer calls, addressing inquiries, troubleshooting product issues, and providing clear, solutions-oriented guidance.
* Maintained high-quality customer service by escalating complex issues and updating CRM records for accurate tracking.
* Successfully carried out retention calls, retaining 20% of unsatisfied customers and enhancing brand loyalty.

**Education &Certifications**

**Bachelor of science in Education (BSC/ED)**  
Olabis Onobanjo University, Ogun State, Nigeria November 2024

**Strengths**

* Skilled at conveying information clearly and building strong client and team relationships.
* Adept at analyzing business challenges and implementing effective solutions.
* Ensures accuracy in all administrative tasks and customer interactions.
* Thrives in dynamic environments and effectively manages multiple responsibilities.

**Technical Skills**

* Web development (programming, word-press)
* Customer Relationship Management (CRM) Systems

**References available upon request.**