

ORJI PATIENCE WILLIAMS

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PROFESSIONAL SUMMARY:

Detail-oriented and customer-focused professional with a Bachelor's degree in Computer Science and hands-on experience in cashiering, customer service, and administrative support. Skilled in managing point-of-sale (POS) systems, data entry, and troubleshooting computer operations. Proven ability to process transactions, resolve customer inquiries, and maintain accurate financial records. Adept at multitasking in fast-paced environments, with a strong background in secretarial duties, report generation, and customer relationship management. A proactive team player with additional expertise in project management, virtual assistance, and teaching English as a foreign language. Seeking to leverage diverse skill sets in a dynamic and growth-oriented organization.

CORE SKILLS:

- Analytical Ability
- Logical Reasoning Skill
- Research Skills
- Customer Service Skill
- Keen Attention to Details
- Administrative Skills
- Proficient in Record Keeping
- Proficiency in coding (HTML and CSS programming language)
- Proficient in Microsoft Office (Word, Excel, PowerPoint)

PROFESSIONAL EXPERIENCES:

CASHIER/COMPUTER OPERATOR GOODNESS SUPERMARKET, RIVERS STATE

JUL 2022 – SEPT 2022

- Managed customer purchases by scanning items, applying discounts, and processing payments via cash, cards, or digital methods.
- Operated the point-of-sale (POS) system for accurate transaction recording and receipt generation.
- Handled cash reconciliation at the beginning and end of shifts to ensure alignment with sales records.
- Entered and updated product details, sales information, and inventory levels in the computer system.
- Processed customer returns, exchanges, and refunds, adhering to company policies.
- Produced daily and periodic sales and inventory reports for management.
- Assisted customers with inquiries regarding pricing, products, and promotions.
- Ensured smooth functioning of computer and POS systems, troubleshooting minor technical issues when necessary.

CUSTOMER SERVICE SUPPORT/SECRETARY LUBIRTH COMPANY LIMITED, RIVERS STATE

2021 – 2022

- Addressed customer questions via phone, email, or chat regarding products, services, or company policies.
- Issue Resolution: Handled customer complaints, provided troubleshooting support, and recommended appropriate solutions.
- Assisted customers with order placement, tracking, and management, including returns and exchanges.
- Supplied accurate product or service details, including promotions and company updates.
- Managed payments, refunds, and billing-related inquiries.
- Documented customer interactions, feedback, and resolutions for future reference.



- Directed unresolved customer issues to higher-level support or management when necessary.

COMPUTER OPERATOR

MAR,2018–JUN 2018

ECOLET CYBERCAFE, PORT HARCOURT, RIVERS STATE

- Managed and operated computer systems, providing efficient service to customers.
- Inputted data, processed documents, and managed digital files for clients.
- Assisted customers with internet browsing, document scanning, and printing services.
- Ensured the proper functioning of all computer systems and peripheral devices.

COMPUTER OPERATOR

EROMO ENERGY SUPERMARKET, PORT HARCOURT, RIVERS STATE

- Manage the digital inventory database, ensuring all stock movements are logged and discrepancies are flagged.
- Operated the point-of-sale system, ensuring accurate sales transactions and inventory tracking.
- Performed basic troubleshooting for computer and system issues.
- Updated product listings and stock levels within the store's digital inventory system.
- Regularly check stock levels to avoid overstocking or stock shortages.
- Ensure the accuracy and integrity of all inventory-related data entered into the system.
- Ensure compliance with company policies and industry standards regarding inventory control, data security, and digital record management.

SECRETARY

2015 – 2017

QUETEE AFRIK, PORT HARCOURT, RIVERS STATE

- Provided general secretarial duties including document preparation, filing, and scheduling.
- Handled phone calls, emails, and in-person inquiries from clients and business partners.
- Organized and scheduled meetings, including preparing agendas and meeting minutes.
- Maintained and organized company records, reports, and client information.
- Assisted clients with inquiries and coordinated communication between departments.

VOLUNTARY EXPERIENCES:

Google Developers Festival (Devfest), Calabar Cross River State

2019

EDUCATIONAL:

Bachelor of Science (B.Sc.) Computer Science - Second Class Honors (Upper Division)

2017 - 2022

Cross River State University of Technology Calabar Cross River State

Senior Secondary School (WAEC/NECO)

2011 - 2014

Paradise International Secondary School, Oyigbo Portharcourt Rivers State

First School Leaving Certificate

2002 - 2008

Community Primary School, Elimbu Portharcourt Rivers State

CERTIFICATIONS:

Virtual Assistant

2024

Dexa Digital Academy

Project management

2024

Dexa Digital Academy

Teach English for Foreign Language (TEFL)

2024

Teacher Record Digital Academy

National Youth Service Corps

2023

Diploma in Computer Appreciation

2021

Adama Computer and Accessories

REFEREES:

On Request.