AKALONU PRISCA CHIMEZIE

Road 8, House 5, Aho Estate Ajibode Ibadan.

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PROFESSIONAL PROFILE

I am a highly motivated and resourceful business professional with a strong track record of excellence in administrative operations, organizational management, co-ordinating and strategic execution.

Optimizing workflow and enhancing efficiency to drive business success. Possess exceptional communication, problem-solving, analytical skills, and adapting seamlessly to evolving business needs while maintaining accuracy and professionalism.

My ability to collaborate with cross functional team, effective time management, multitasking and result minded makes me an asset to any professional organization setting. Insight to support decision making, improve performance, and enhance customer experience and satisfaction. Very passionate about innovations, continuous improvement and adding value, skill and time to organizational growth.

CAREER OBJECTIVES

Leveraging my skills in administrative support, business operation and customers satisfaction. to add value to a forward-thinking organization. I am committed in proving efficiency and contributing to business growth while continuously developing my expertise and advancing in my career.

PROFESSIONAL SKILLS

- Customer service excellence
- Teamwork and adaptation
- Process improvement problem solving
- Client relationship management
- Report-management
- Swift response & negotiation
- Under-pressure measurement.
- Organizational standard / punctuality.

EDUCATIONAL / QUALIFICATION BACKGROUND.

WAEC (2017)

John F. Kennedy Int'll Secondary School Owerri

HOSPITALITY MANAGEMENT (2020)

National Institute for Hospitality and Tourism Lagos

CUSTOMER SERVICE RELATIONSHIP MANAGEMENT / HUMAN RESOURCES MANAGEMENT (2025)

Ace Coterie Consulting Nigeria

CAREDEMY UK (2026) Effective supervision a practical guild for adult social care manager and supervisor

BG GLOBAL MERIT ACADEMY (2026) Healthcare Assistant .

University of Ibadan (social work) BSW in-view

EMPLOYMENT HISTORY.

Receptionist. (hospitality) **(02/2021-11/2022)**

Sun Heaven Hotel and Resort (Lagos) I.T

- Managing enquiry and calls
- Maintained accurate record, enhance operational efficiency support smooth office operation
- Customer oriented and attention to details
- Welcome client/customers professionally
- Enhancing customer satisfaction and experience
- Build strong Client relationship management
- Promoting a collaborating work environment and increase business growth.

Customer Service Representative/Admin; **(03/2024 – 08/2024)**

Reskill-life resources (Lagos) (Healthcare)

- Handling client inquiries and complaint
- Maintained accurate record, enhance operational efficiency support smooth office operation
- Customer oriented and attention to details
- Welcome client/customers professionally
- Enhancing customer satisfaction and experience
- Build strong Client relationship management
- Promoting a collaborating work environment and increase business growth.

Administrator/Manager **(05/2025 Till Date)**

BG Global Merit Academy (Ibadan) (travel & Tours)

- Provides strategic and contributing plans for effective business growth.
- Handling client enquiries, email, and fellow up.
- Providing problem solving solution to clients and customers.
- Co-ordinating meeting, training, and operational report.
- Maintained accurate record, enhance operational efficiency support smooth office operation.
- Customer oriented and attention to details.
- Attending to client/customers professionally (via physical or online)
- Enhancing customer satisfaction and experience.
- Build strong Client relationship management
- Promoting a collaborating work environment and increase business growth.

Hobbies: cooking, sport and travels. **Interest:** engaging in factual talks and productive creativity.

REFFERER ON REQUEST……