BASSEY VICTORY OKON

basseyvictory19@gmail.com | 90, Kirikiri Road, Olodi Apapa, Lagos.| 09026990704, 07041420706

CAREER OBJECTIVE:

A dedicated and hardworking individual capable of working with strict guidelines and maintaining efficiency in a dynamic organization. Seeking an opportunity to contribute positively to organizational growth and development.

PERSONAL INFORMATION:

Date of Birth: 21st March, 2001

Sex: Female

State of Origin: Akwa-Ibom State

Local Government Area: Nsit-Ubuim

Marital Status: Single

Nationality: Nigerian

Religion: Christianity

EDUCATIONAL INSTITUTIONS WITH DATES:

- Akwa Ibom State University 2019 - 2024
- High Stone College, Apapa, Lagos. 2015 - 2017
- Shefson Private School, Ebute Meta (West) 2006 – 2010

WORK EXPERIENCE:

UDOMFU AND CO. (LAW FIRM) 2025

Position Held: Office Secretary

- Receiving and attending to visitors in a polite and professional manner.
- Answering and directing phone calls.
- Typing, preparing, and proofreading letters, reports, and other documents.
- Managing incoming and outgoing mail and emails.
- Filing and maintaining office records and documents.
- Scheduling appointments, meetings, and maintaining calendars.
- Taking minutes during meetings and preparing reports.
- Organizing and maintaining office supplies and equipment.
- Keeping confidential information secure.
- Assisting management with administrative tasks and coordinating office activities.
- Maintaining a clean and organized office environment.
- Communicating with clients, suppliers, and staff on behalf of the organization.

CYNUEL NATURAL

Position Held: Customer Service/Office Sec. 2023

- Receive and attend to customers professionally and courteously.
- Respond to customer inquiries through phone calls, emails, WhatsApp, and other channels.

- Provide accurate information about the company's products and services.
- Handle customer complaints and resolve issues or escalate them when necessary.
- Follow up with customers regarding inquiries, orders, payments, or service requests.
- Maintain good relationships with existing and prospective customers.
- Record customer information and maintain an updated customer database.
- Receive feedback from customers and report important issues to management.
- Assist with sales activities and identify potential business opportunities.
- Ensure customers receive timely and satisfactory service.

CHEMLAP NIGERIA. LIMITED

Position Held: Administrative Assistant 2023

- Scheduling appointments and managing calendars
- Organizing meetings and preparing meeting agendas or minutes
- Filing, maintaining, and updating records and documents
- Preparing reports, letters, and other business correspondence
- Managing office supplies and placing orders when needed
- Handling incoming and outgoing mail and deliveries
- Maintaining databases and ensuring information is accurate
- Assisting with travel arrangements and expense reports
- Supporting managers and other staff with administrative tasks
- Coordinating office activities and ensuring efficient workflow
- Handling confidential information with discretion
- Performing basic bookkeeping or data entry tasks, if required

SKILLS & ABILITIES:

- Good communication and interpersonal skills
- Customer service skills
- Computer literacy
- Microsoft Office proficiency
- Good telephone etiquette
- Organization and time-management skills
- Problem-solving ability
- Professional appearance and attitude
- Ability to work under pressure
- Confidentiality and attention to detail

HOBBIES

- Reading, Cooking

REFERENCES

Upon Request