ESTHER EBONG

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Lagos, Nigeri

SUMMARY

Detail-oriented and analytically minded professional with a Bachelor's degree in Health Education, formal training in data analysis, and hands-on experience in customer-facing sales and service. Skilled in using Microsoft Excel, SQL, Power BI, and Python (Pandas) to organise data, identify patterns, and present findings in a clear and useful way. Brings a strong customer service background built on active listening, clear communication, and the ability to resolve concerns professionally while maintaining positive relationships. Well suited to administrative and virtual assistant support, with strengths in scheduling, email and calendar coordination, record keeping, data entry, and document preparation. Works reliably in fast-paced environments, manages priorities independently, and pays close attention to accuracy and confidentiality. Seeking a Data Analyst or Customer Service Representative role where analytical thinking, communication skills, and organised administrative support can contribute directly to business goals.

EXPERIENCE

Nexora Solutions

ADMINISTRATIVE SUPPORT OFFICER

10/2025 – 08/2026

- Provided day-to-day administrative support to the team, ensuring tasks, schedules, and office activities were organised and completed on time.
- Maintained accurate records, files, and documentation, making important information easy to retrieve and supporting smooth daily operations.
- Handled email correspondence, enquiries, and communication with clients and colleagues in a clear, professional, and timely manner.
- Prepared and updated documents, reports, and data entries with close attention to detail, accuracy, and confidentiality.
- Coordinated with colleagues across the team to support workflow, follow up on pending tasks, and improve overall office efficiency.

Miropass Amart – Ojodu Berger, Lagos

CUSTOMER SALES REPRESENTATIVE

01/2025 – 09/2025

- Assisted customers with product enquiries and provided helpful recommendations based on their individual needs and preferences.
- Supported sales activities and maintained positive, long-term relationships with customers through consistent and professional service.
- Communicated product information clearly and professionally, helping customers make confident and well-informed purchasing decisions.
- Handled customer concerns and assisted in resolving issues promptly, which improved overall customer satisfaction and store experience.
- Worked effectively with colleagues to support daily store operations and help the team work towards its sales targets.

EDUCATION & CERTIFICATIONS

National Open University of Nigeria

Bachelor's Degree in Health Education

Data Analysis Certification

CORE SKILLS & COMPETENCIES

DATA ANALYSIS & REPORTING

Data Cleaning & Preparation | Exploratory Data Analysis | Data Interpretation | Dashboard Reporting | Data Visualization

CUSTOMER SERVICE & SUPPORT

Customer Relationship Management | Enquiry & Complaint Resolution | Product Knowledge Communication | Customer Satisfaction | Sales Support

ADMINISTRATIVE & VIRTUAL ASSISTANCE

Calendar & Schedule Coordination | Email & Inbox Management | Data Entry & Record Keeping | Document Preparation & Filing | Task & Priority Management | Confidentiality & Professionalism

KEY ACHIEVEMENTS

Completed formal data analysis training and earned certification, building practical competence in Excel, SQL, Power BI, and Python for turning raw data into meaningful insights.

Earned a Bachelor's degree in Health Education from the National Open University of Nigeria while gaining real-world customer sales experience, demonstrating discipline and strong time management.

TOOLS

DATA & ANALYTICS

Microsoft Excel | SQL | Power BI | Python (Pandas)

CUSTOMER SERVICE & SALES

CRM Systems | Point-of-Sale Systems | Customer Enquiry Handling | Phone & Live Chat Support