EMMANUEL SARAH CHIOMA

25 Oshinfowokan Street off Denedo Bus/stop, Odoeran, itire Lagos.

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PROFESSIONAL SUMMARY

Customer focused and results driven professional with strong experience in customer service, cashiering, and office administration. Skilled in handling customer inquiries, resolving complaints, and ensuring a positive client experience. Demonstrates excellent communication, interpersonal, and multitasking abilities, with a proven record of maintaining accuracy in transactions and administrative duties. Dedicated to delivering exceptional service, building customer loyalty, and supporting company objectives in fast-paced environments.

PROFESSIONAL EXPERIENCE

• **FRONT DESK OFFICER**

Hotel & Suites Lagos, Nigeria | 2020 – Present

- Greet customers and provide assistance throughout the purchase process.

- Ensure proper bagging of items and issue accurate receipts.

- Resolve transaction-related inquiries or complaints with professionalism.

- Maintain accurate cash drawer records; reconcile daily sales.

Support inventory tracking and alert management on restocking needs.

• **CUSTOMER SERVICE REPRESENTATIVE**

Harvesters Garden

Lagos, Nigeria | 2018-2020

Key Responsibilities

-Answering customer questions and providing accurate information

-Handling complaints and resolving issues promptly

-Processing orders, forms, and applications

-Keeping records of customer interactions

-Following up to ensure customer satisfaction

-Working with other departments to solve problems

- **OFFICE ASSISTANT**

Ebbinos consulting Limited
Lagos, Nigeria | 2016-2018

Key Responsibilities

-Managing and organizing files and records

-Answering phone calls, emails, and messages

-Greeting visitors and directing them appropriately

-Scheduling meetings and appointments

-Typing and proofreading documents

-Handling office supplies and inventory

-Assisting with data entry and basic bookkeeping

-Supporting senior staff with administrative tasks

- **EDUCATION**

Lagos State Polytechnic National Diploma 2022 – 2024

Command Day Secondary School Senior Secondary Certificate Examination (SSCE) 2007 – 2013

Nafrc Primary School First School Leaving Certificate 2001 – 2007

CORE COMPETENCIES

-Excellent customer service and communication skills

-Strong organizational and time management abilities

-Detail oriented with multitasking proficiency

- Capable of working independently and collaboratively

-Basic financial handling and reconciliation skills

REFERENCES

Mr. Michael Peter N

0703 570 5288

Mrs. Sunday Promise Azio

07065383417