HABEEBLAHI ADESHINA AMBALI

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PROFESSIONAL SUMMARY

Customer-focused professional with hands-on experience in client relationship management, communication, and record-keeping across education and healthcare environments. Adept at handling inquiries, resolving issues, and ensuring client satisfaction in fast-paced settings. Now bringing strong interpersonal skills and a detail-oriented work ethic to a customer service role in the cargo and logistics sector, with a keen interest in shipment coordination and supply chain support.

CORE COMPETENCIES

Customer Service & Client Relations · Complaint Handling & Resolution · Order & Record Management · CRM Tools (Microsoft Office Suite) · Verbal & Written Communication · Team Collaboration · Problem Solving · Attention to Detail · Shipment Inquiry Support · Report Preparation

PROFESSIONAL EXPERIENCE

Customer Relations Officer (Healthcare)

May 2024 – September 2024

Malens Health Care Centre — Lagos, Nigeria

- Served as the primary point of contact for patients and clients, managing inquiries, scheduling, and follow-up communications across a busy healthcare facility.
- Resolved client complaints and concerns promptly, maintaining a professional and empathetic approach that improved overall client satisfaction.
- Maintained accurate client records and updated databases to ensure smooth service delivery and data integrity.
- Coordinated with internal departments to track service requests and communicate timely updates to clients — a skill directly transferable to shipment and cargo tracking.

Youth Corps Teacher & Community Liaison (NYSC)

June 2025 – May 2026

Kokodiagbene Community Secondary School — Warri South West, Delta State

- Managed communication between the school administration, parents, and community stakeholders, handling inquiries and resolving concerns for 100+ students.
- Maintained accurate student records and administrative documentation, demonstrating strong organisational and data management skills.
- Coordinated school activities and multi-party schedules, building experience in logistics coordination and stakeholder management.

Student Teacher

April 2023 – August 2023

Ijebu Ife Community Grammar School — Ogun State

- Resolved student and parent concerns in a timely and professional manner, developing strong listening and conflict-resolution skills.
- Maintained and filed student records, demonstrating proficiency in document management and administrative accuracy.

SIWES Industrial Trainee

November 2021 – January 2022

Livingston Model College — Lagos

- Completed supervised industrial training, gaining foundational professional skills in a structured work environment.

EDUCATION

B.Ed. Business Administration

2019 – 2023

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Tai Solarin University of Education, Ogun State
Grade: Second Class Lower

Senior Secondary School Certificate (SSCE) 2015 – 2018
Homat Group of Schools, Ikorodu, Lagos

CERTIFICATIONS & TRAINING

- NYSC Certificate of National Service — May 2026
- Certificate of Completion, B.Ed. Business Administration — November 2023
- Certificate of Completion, Basic Financial Education — February 2025

ADDITIONAL SKILLS & INFORMATION

- Languages: English (Fluent), Yoruba (Native)
- Technology: Microsoft Word, Excel, PowerPoint; Google Workspace; email communication tools
- Availability: Immediately available for full-time employment
- Open to relocation and field-based logistics customer service roles

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