Haleemah Abdulkareem

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Summary

Organized and detail-oriented professional with a background in Mass Communication, customer service, administrative support, and loan recovery. Skilled in communication, record keeping, task prioritization, and customer follow-up. Trained in Virtual Assistance, with an interest in calendar management, scheduling, and remote administrative support. Eager to contribute strong organizational skills and a commitment to efficiency in a remote work environment

Work Authorization

Eligible to work in Nigeria

Work Experience

Collection Officer

Nodrote Global Services Ltd, Lagos | Lagos

January 2023 to December 2023

Managed customer repayment follow-ups, maintained accurate payment records, monitored outstanding loans, communicated with customers regarding overdue payments, and escalated unresolved cases while ensuring timely follow-up and professional customer service.

Esthetician

Umrash Traditional Spa | Lagos

January 2021 to December 2022

Provided skincare and beauty treatments, including facials using natural ingredients, body polishing, steaming, manicure, pedicure, and henna application. Maintained hygiene standards, attended to clients professionally, and ensured a positive customer experience.

Education

Mass Communications (Higher National Diploma)

Moshood Abiola Polytechnic | Lagos

January 2024 to November 2025

Virtual Assistant Training (Online course)

Career Crafters Academy | Lagos

April 2025 to May 2025

Licenses and Certifications

Certificate of completion

Skills

Data entry | Customer service | Communication skills | Google Workspace | Calendar management | Appointment scheduling