

CURRICULUM VITAE

Receptionist/Administrative Assistant

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DOB: 20th January, 1990
Marital Status: Married
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CAREER OBJECTIVES

To seek challenging assignment and responsibility for the achievement of organization objectives and career advancement with strict adherence to best practices both locally and internationally.

PROFILE

A top-notch Customer care officer and Receptionist/Assistant Secretary to the chairman with 9 years' experience in handling diverse responsibility in office administration, Customer's service, Quality Control Officer, information management, organization management, and logistics while working at LALS Retail Group and Daily Needs Group respectively. Help in keeping organization running smoothly taking care of the administrative and organization tasks that makes the organization function. I possess expertise in communication skills, Information Technology Organization skills Clerical work skill and Audio Technician Volunteer. A proactive professional details-oriented and problem solving skill.

PERSONAL SKILLS

- ❖ Customer satisfaction orientation.
- ❖ Strong phone contact handling skills and active listening.
- ❖ Organisation and time management skills.
- ❖ Attention to detail.
- ❖ Negotiation skills.
- ❖ Flexibility.
- ❖ Excellent communication and presentation skills.
- ❖ Ability to multi-task, prioritizes, and manages time effectively.
- ❖ Ability to observe and work efficiently under no supervision.
- ❖ Ability to access customer needs and provide solution.
- ❖ Audio Technician Volunteer.
- ❖ Customer orientation and ability to adapt/respond to different types of characters.

WORK EXPERIENCE:

LALS RETAIL GROUP DUBAI, UAE.

Sales Advisor/Cashier

2016-2018

- ❖ Create new processes and systems for increasing customer service satisfaction.
- ❖ Developed highly empathetic client relationships and earned reputation for exceeding sales goals.
- ❖ Cross-trained and provided back-up for other customer service representatives when needed.
- ❖ Resolves product or services problems by clarifying the customer's complaint.

DAILY NEEDS GROUP. LAGOS, NIGERIA.

Receptionist/Assistant Secretary to the chairman

2010-2015

- ❖ Welcoming customers and guest with a smile.
- ❖ Maintaining diaries and arranging appointments.
- ❖ Typing, preparing and collating reports.
- ❖ Filing.
- ❖ Follow communication procedures, guidelines and policies.

- ❖ Receiving and transferring of phone calls.
- ❖ Maintain stationaries stocks.
- ❖ Clearing all bills for payment.
- ❖ Co-ordination for visiting with office staff.
- ❖ Payment of all office bills & maintains register of all bills.
- ❖ Keeping records of Travel Schedule by Program Staff.
- ❖ Finding contact details Producer Companies from web site.
- ❖ Doing all arrangement of Board Meeting and other office related meeting.
- ❖ Account related work (Cheque deposit, vouchers, Payment by cheque or other account related work)

DAILY NEEDS GROUPS LAGOS, NIGERIA

Quality Control Documentation Officer

2008-2010

- ❖ Maintained program reports inventory and coordinated the timely production of reports.
- ❖ Performed archiving and updating of all important project implementation projects.
- ❖ Supported the documentation of program activities using various approaches.
- ❖ Monitored the team leader's work on IDCAP report.
- ❖ Participated in the development of monthly, quarterly and annual plans and reports.
- ❖ Provides logistic and administrative support needs for training events, workshops, and conferences.

EDUCATION QUALIFICATION:

- Office Technology and Management (OND), Yaba College of Technology (2014).
- Certificate of Senior Secondary School Certificate (2007)

Other Certification Obtained:

- Event Management Certification (New Skill Academy)
- Project Management Foundation (LinkedIn)
- Live Sound Engineer (Udemy)
- Audio Fundamental (Christie University)
- Peer Educator (UNICEF)

COMPUTER SKILLS:

- Advance Knowledge of Computer MS Office 2007 –2010, Excel, PowerPoint, and Windows, XP Windows-7 and 10

ACHIEVEMENT:

Customer Assistance

- Worked with company system and diligently complete all assigned tasks, working overtime as needed

Quality Communication

- Interactive, and well in communicating with different nationalities.

Computed Data Reports

- Provides required weekly, monthly and quarterly reports listing sales figures and client track records.

Audio Technician Volunteer

- Helping in setting up audio equipment.

DECLARATION:

I certify that the above are true and correct to the best of my knowledge and ability. If given a chance to serve you, I assure you that I will execute my duties for the total satisfaction of my superiors.