

ADAMS OGHENERUKEVWE EMMANUELLA

Delta State, Nigeria

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Career Statement

Reliable administrative and customer support professional with experience in HR administration, employee support, customer service, recruitment assistance, documentation, scheduling, and professional communication. Skilled in handling customer concerns, maintaining confidential records, coordinating schedules, and supporting recruitment processes. Strong communicator with a practical approach to problem-solving, record management, and administrative coordination. Able to work independently, manage multiple priorities, and support teams remotely. Open to local and international opportunities in HR, Customer Service, Executive and Administrative Support, and Remote Operations.

Work Experience

- The Adams, Warri, Delta State, Nigeria** November 2023 - Present
Customer Care Personnel
 - Handle customer enquiries, complaints and service requests while providing clear and courteous assistance.
 - Follow up on unresolved customer concerns and maintain communication until appropriate resolution is reached.
 - Use customer information and product knowledge to provide relevant assistance and support repeat customer relationships.**Accomplishments**
 - Achieved an **80%+** first-contact resolution rate, reducing the number of customers requiring repeated assistance.
 - Improved customer retention by resolving **90%+** of customer concerns through personalised support and structured follow-up.
 - Maintained a **95%+** positive customer satisfaction rate based on repeat customer feedback and service interactions.
- Intarel Resources Limited, Luton, United Kingdom** February 2022 - October 2023
Administrative/Human Resources Assistant
 - Supported HR and administrative activities, serving as a communication link between management and employees.
 - Maintained employee documentation and updated HR databases while handling confidential information with discretion.
 - Assisted with recruitment administration, including CV screening, interview scheduling and early-stage candidate coordination.**Accomplishments**
 - Reduced document retrieval time by **40%** through improved organisation of administrative and employee files.
 - Screened **1000+** CVs and supported interview scheduling, helping HR managers move qualified candidates through the early recruitment process.
 - Maintained employee records with a reported **100%** accuracy rate, supporting reliable HR information management.

- **Community Secondary School, Oyigbo, Rivers State, Nigeria** October 2021 - October 2022
Executive Support Officer to the School Management
 - Coordinated class schedules, lesson activities and student-related administrative requirements.
 - Prepared assessments and maintained examination records and academic documentation.
 - Communicated information clearly to students while managing classroom needs and daily responsibilities.**Accomplishments**
 - Managed teaching and administrative responsibilities across **3** age groups, maintaining organised academic records.
 - Improved administrative efficiency by coordinating **95%+** of executive meetings, appointments, and official engagements without scheduling conflicts.
 - Maintained **100%** accuracy in confidential school records, correspondence, and executive documentation, ensuring timely access to critical information.

Education History

- **Delta State University, Abraka, Delta State, Nigeria** 2014 – 2018
Bachelor Of Arts, B.A. (Honours), English and Literary Studies
- **Fieldcrest International High School, Udu, Delta State, Nigeria** 2011 - 2013
Senior Secondary School Certificate Examination (SSCE)

Professional Skills

- **HR & Administration:** HR Administration • Employee Records Management • Recruitment Support • Resume Screening • Interview Scheduling • Onboarding Support • HR Database Management • Document Management • Administrative Coordination
- **Customer Care:** Customer Service • Customer Support • Complaint Resolution • Customer Retention • First-Contact Resolution • Customer Follow-Up • Conflict Resolution • Active Listening • Service Recovery
- **Executive & Administrative Support:** Calendar & Schedule Coordination • Correspondence Support • Task Management • Meeting Coordination • Document Preparation • Priority Management • Stakeholder Communication • Confidential Information Handling • Remote Administrative Support
- **Technical Skills:** ATS • HRIS • Zendesk • Salesforce • Microsoft Excel • Microsoft Outlook • Microsoft Word • Google Workspace • Data Entry • Document Management • Calendar Management • Zoom • Microsoft Teams • Canva

Reference

- Available upon request