AKINWUNMI ADEDOYIN GRACE

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Yaba, Lagos

PROFILE SUMMARY

Professional and customer-focused administrative professional with years of experience in customer service and front desk operations. Skilled in managing client interactions, handling administrative tasks, coordinating schedules, and maintaining a welcoming and organized work environment.

CORE COMPETENCE

- Customer Service Excellence
- Front Desk Operations
- Administrative Support
- Appointment & Calendar Management
- Complaint handling
- Microsoft Office Suite
- Telephone & Email Communication
- Time Management & Multitasking
- Team collaboration
- Record Keeping & Documentation
- Attention to Detail
- Confidentiality & Professionalism
- Professionalism

SKILL HIGHLIGHTS

- Committed to delivering exceptional customer experiences by responding promptly to inquiries and resolving complaints professionally.
- Proficient in scheduling appointments, coordinating meetings, managing calendars, and ensuring efficient daily office operations.
- Proficient use Microsoft Word, Excel, PowerPoint and Zoho CRM for preparing reports, managing records, scheduling appointments, and handling office communications.
- Excellent ability to multitask,prioritize multiple responsibilities, meet deadlines.

WORK EXPERIENCE

Customer Service Representative/ Call Centre Agent
Quality Food Africa (QFA) 2025 – Present

- Handle high volumes of inbound and outbound calls professionally
- Resolve customer complaints and provide accurate information
- Maintain customer records using CRM systems
- Escalate complex issues and follow up for resolution
- Recording details of customer interactions, comments, and complaints in the CRM system.
- Maintaining deep knowledge of products/services to provide accurate information.

Customer Sales Representative
Disposable Warehouse Limited 2023- 2025

- Managed customer orders and responded to inquiries
- Handled complaints and ensured timely resolution
- Maintained sales records and supported team operations
- Maintaining high level of professional with all customers
- Negotiating prices, terms, and closing sales to meet or exceed monthly/annual targets.

Customer Sales Representative Front Desk Support
Amanatech Global Services 2020 – 2022

- Welcomed visitors and directed them appropriately
- Managed incoming calls and scheduled appointments
- Maintained an organized and professional front desk area

Class Teacher
Yahweh Private School 2018 – 2019

- Managed classroom activities and maintained discipline
- Delivered lessons and supported administrative tasks

EDUCATION

- **National Diploma - Science Laboratory Technology Yaba college of Technology 2023**
- **SSCE - Evergreat Secondary school 2016**