

AGNES BENEDICT

Lagos, Nigeria | +234 703 184 8753 | Puritybenedict242@gmail.com

PROFESSIONAL SUMMARY

Result-driven Operations & Administrative Professional with 3+ years of experience across retail management and executive support. Expert in streamlining workflows, inventory control, and team leadership. Currently pursuing CIPM certification with a strong background in Banking and Finance. Proven track record of reducing operational costs and improving service delivery in fast-paced environments.

CORE COMPETENCIES

Operational Management: Inventory Control, Process Optimization, Loss Prevention.

Administration: Executive Support, Google Workspace, Project/Event Coordination.

Financial Skills: Budgeting & Forecasting, account reconciliation, Financial Reporting.

Soft Skills: Diplomatic Communication, Strategic Leadership, Conflict Resolution.

PROFESSIONAL EXPERIENCE

Operational Manager | Hauwai Supermarket and Wholesales

Benin City, Nigeria | 2024 – 2025

- Efficiency: Overhauled inventory tracking systems, reducing stock discrepancies by 40% and ensuring 98% product availability.
- Loss Prevention: Implemented new security and cash-handling protocols that decreased monthly shrinkage by 20%.
- Leadership: Supervise a diverse team, conducting weekly performance reviews and training sessions to maintain high customer service standards.

Administrative Virtual Assistant | Jayvest Technology

Remote | 2023 – 2024. (3 Months)

- Communication and Process Improvement: Automated scheduling and document management workflows using Google Workspace, saving the executive team 10+ hours per week.

Personal Assistant | Chief J.O. Aghimien (SAN)

Benin City, Nigeria | 2020 – 2023

- Logistics: Coordinated complex travel itineraries and event logistics for high-profile legal functions both in-state and nationally.
- Confidentiality: Managed sensitive legal documents and prioritized daily schedules for a Senior Advocate of Nigeria with 100% discretion.

EDUCATION

BSc. Banking and Finance

University of Benin, Nigeria

CERTIFICATIONS & AFFILIATIONS

Associate Member (In-View): Chartered Institute of Personnel Management (CIPM)

Professional Virtual Assistant: AQskill and ALX

TECHNICAL SKILLS

Software: Microsoft word and Excel (Advanced), Canva, CapCut, WhatsApp Business.

Platforms: Google Workspace, Upwork, CRM Tools.,

REFERENCE

Available upon request