

ABDULLAHI ZAINAB KOFOWOROLA

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PROFESSIONAL SUMMARY

Enthusiastic and results-driven professional with over 5 years of experience spanning Customer Support, Business Administration, and Front Desk Services. Proven track record in client service, administrative support, complaint resolution, and team collaboration. Adept at using strong communication and organizational skills to support business operations and enhance customer satisfaction.

CORE COMPETENCIES

- Customer Service & Client Relations
 - Administrative Support
 - Complaint Resolution
 - Front Desk & Reception Management
 - Reporting & Documentation
 - Record Keeping & Filing Systems
 - Microsoft Office Suite (Word, Excel, PowerPoint)
 - Strong Interpersonal & Problem-Solving Skills
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PROFESSIONAL EXPERIENCE

Customer Care Representative. *Instant Laboratory, Ota, Ogun State* *Jan 2024 – Present*

- Attending to clients on-site and over the phone regarding medical testing services
- Resolving patient issues and guiding them through processes professionally
- Organizing client documentation and managing appointment schedules
- Maintaining a courteous and organized reception area

Administrative & Customer Support *Dufil Prima Foods Plc, Ogun State* *Jan 2021 - Dec 2023*

- Delivered excellent customer support by responding to inquiries, resolving complaints, and maintaining satisfaction
- Supported day-to-day administrative duties including scheduling, filing, and office coordination
- Maintained accurate customer records and assisted with logistics tracking and order fulfillment
- Liaised with internal teams to improve efficiency and service delivery
- Drafted weekly customer service reports and followed up on client feedback

Supervisor / Accountant*MT4 Hotel & Suite, Ogun State**May 2018 – Dec 2020*

- Managed hotel operations and coordinated staff duties across shifts
 - Handled guest bookings, front-desk interactions, and financial transactions
 - Reconciled daily sales and generated financial reports for management
 - Trained staff on customer service and administrative procedures
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EDUCATION

- **Federal Polytechnic, Ilaro (HND)** *Business Administration & Management* 2021
 - **Federal Polytechnic, Ilaro (OND)** *Business Administration & Management* 2019
 - **The Ultimate College, Ota (WASSCE)** 2018
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PERSONAL ATTRIBUTES

- Highly responsible and hardworking
- Persuasive and attentive to details
- Ability to work with minimal supervision
- Strong team player and dependable contributor

TECHNICAL SKILLS

- Microsoft Office Suite (Word, Excel, PowerPoint)
 - Basic Accounting Tools
 - Customer Management Techniques
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LANGUAGES

- English / Yoruba
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REFEREE

- Available on request