

ZAINAB TEMITOPE ANIMASHAUN

Lagos| +2348118336711 | zainabani65@yahoo.com

Professional Summary

Detail-oriented and proactive professional with experience in safety operations, customer service, and administrative support. Skilled in communication, documentation, and problem resolution, with a strong commitment to maintaining high standards of safety, efficiency, and service delivery. Experienced in handling client interactions, maintaining accurate records, and supporting organizational procedures in fast-paced environments. Demonstrates strong attention to detail, teamwork, and the ability to adapt to different roles while ensuring compliance with workplace standards.

Education

Kwara State University, Malete
Bachelor of Science in Biochemistry
Graduated: October, 2022.

Experience

Nordica Fertility Centre - Client liaison officer (Call center representative)
September 2025-Present.

- Handled inbound and outbound calls, providing information and support to clients.
- Scheduled appointments and assisted patients with enquiries about fertility services.
- Maintained accurate records of client interactions in the system.
- Escalated complex medical or service issues to the appropriate departments.
- Provided compassionate and confidential support to patients seeking fertility treatment.
- Ensured high-quality customer service and professionalism during all interactions.

Anieshams Nigeria Limited – Personal Assistant
May 2024 – 2025.

- Managed inventory updates, order tracking, and client communications in a busy building materials business.

- Resolved customer inquiries and improved satisfaction through professional service.
- Supported supplier coordination, logistics, local stock purchases, sales report and daily record keeping.

Nestlé Nigeria PLC – SHE Assistant (NYSC)

June 2023 – April 2024.

- Enforced safety policies 50+ staff and contractors.
- Delivered safety briefings and reports to supervisors.
- Identified and reported workplace hazards, reducing daily incident rates.

Ikorodu Local Government Diagnostic Center – Lab Intern (SIWES)

June 2021 – November 2021.

- Assisted with sample collection, supported laboratory tests, and maintained workspace organization.

Certifications

- ALX Africa – Virtual Assistant & Professional Foundation (2024)
- Lagos State GIPP – Employability & Workplace Skills (2023)
- Desktop Publishing Certificate

Skills

- Microsoft Office Suite, Google Workspace, Excel, Email Handling
- Team Collaboration, Communication, Customer Service, Time Management
- Report Writing, Data Entry, Problem Solving, Multitasking, Attention to Detail

References

Available upon request.