

ASHIEGBULAM JESSICA OLUCHUKWU

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ADMINISTRATIVE & HUMAN RESOURCES PROFESSIONAL

PROFESSIONAL SUMMARY

Dedicated Administrative, Human Resources, and Customer Service professional with experience in office administration, personnel coordination, customer relations, marketing, and team supervision. Skilled in employee support, records management, communication, conflict resolution, and delivering excellent customer experiences. Proven ability to manage multiple responsibilities efficiently while contributing to organizational growth and productivity.

SKILLS

- **Core Competencies:** Human Resource Administration, Office Administration, Team Supervision, Recruitment Support, Employee Records Management
- **Customer & Interpersonal:** Customer Service & Client Relations, Communication & Interpersonal Skills, Problem-Solving, Conflict Resolution, Time Management
- **Technical Skills:** Microsoft Office Suite (Word, Excel), Computer Applications, Data Entry, Document Preparation

PROFESSIONAL EXPERIENCE

Administrative Officer / PA / Subject Teacher — *Adeniyi Scholars Academy (NYSC)* **July 2025 – July 2026**

- Served as Administrative Officer, managing daily educational administration and office workflows.
- Provided executive assistant support to the Principal, handling scheduling, correspondence, and record maintenance.
- Taught Economics and Business Studies to Senior Secondary School students.

Dec 2023 – Nov 2025

Marketer — *Grace Dominion Success Limited, Lagos*

- Interacted directly with customers and prospective clients to promote products and services.
- Built strong customer relationships and responded to inquiries professionally.
- Assisted in improving customer satisfaction and business visibility.

Secretary, Supervisor and Human resource management -*G.G star industrial integrated limited Lagos* **Oct 2019 – Dec 2021**

- Managed daily administrative operations and office correspondence.
- Maintained employee records and supported personnel administration.
- Assisted with staff recruitment, onboarding, and workplace coordination.
- Supervised employees and monitored team workflow efficiency.
- Addressed employee concerns and facilitated communication between staff and management.

Sept 2018 – Dec 2018

Secretary / IT Intern — *G.G Star Industrial Integrated Limited, Lagos*

- Provided administrative support and managed office documentation.
- Maintained filing systems and company records.
- Assisted with customer inquiries and front-desk responsibilities.

Computer Operator — *Lagos State University, Lagos*

- Performed data entry and document preparation.
- Assisted staff and users with computer-related services.
- Maintained accuracy, confidentiality, and proper record handling.

Aug 2016 – sept 2017

EDUCATION

Higher National Diploma (HND) in Business Administration and Management **2023**

Imo State Polytechnic, Umuagwo, Imo State

Senior Secondary Certificate Examination (WAEC) **2016**

Hopebay College, Lagos State

First School Leaving Certificate (FSLC) **2010**

Dynamos Nursery/Primary School, Lagos State

CERTIFICATION & SERVICE

- **National Youth Service Corps (NYSC)** — Discharge Certificate (2025 – 2026)

ADDITIONAL INFORMATION

- **Nationality:** Nigerian
- **State of Origin:** Imo State
- **References:** Available upon request