

NYAH, BLESSING JOSHUA

21B Onitunere Street, Iwaya, Yaba, Lagos.

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CAREER OBJECTIVE

Detail-oriented and highly motivated graduate with a background in administrative support, customer service, and sales. Proven ability to manage tasks efficiently, communicate effectively with clients, and support business operations. Skilled in virtual assistance, customer relationship management, and office administration. Adept at multitasking, problem-solving, and delivering excellent service in fast-paced environments.

EDUCATION

Akwa Ibom State University, Obio Akpa Campus

Bachelor of Arts in History and International Studies

2024

WORK EXPERIENCE

FEDERAL TECHNICAL COLLEGE, LAGOS STATE

2024 – 2026

Administrative Representative

- Managed administrative tasks including documentation, filing, and record keeping
- Coordinated office activities and supported daily operations
- Assisted in preparing reports and official correspondence
- Maintained organized records to improve workflow efficiency
- Provided general administrative support to staff and management

VILLA HILTON HOTELS AND APARTMENTS, UYO

2023 – 2024

Customer Care Representative

- Delivered high-quality customer service to guests, ensuring satisfaction
- Responded to customer inquiries and resolved complaints professionally
- Managed food and beverage orders efficiently
- Maintained a clean, organized, and welcoming environment
- Built positive relationships with customers to encourage repeat business

Sales Representative

- Assisted customers with product selection and inquiries
 - Handled cash transactions and operated POS systems
 - Maintained stock levels and arranged merchandise displays
 - Provided excellent customer service to enhance shopping experience
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SKILLS

Soft Skills

- Excellent Communication Skills (Written & Verbal)
- Customer Service Orientation
- Time Management & Multitasking
- Problem Solving & Critical Thinking
- Attention to Detail
- Teamwork & Collaboration
- Adaptability & Flexibility
- Ability to Work Under Pressure

Technical Skills

- Microsoft Office Suite (Word, Excel, PowerPoint)
- Google Workspace (Docs, Sheets, Gmail, Calendar)
- Email Management & Scheduling Tools
- Data Entry & Database Management
- Customer Relationship Management (CRM) Tools (basic knowledge)
- Internet Research & Report Preparation
- Virtual Assistance Tools (Zoom, Google Meet, Slack – basic use)