

CHIAKWA CHIAMAKA MARYANN

Administrative Officer | Customer Service |
Front Desk Officer | Marketer

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Lagos State, Nigeria

PROFESSIONAL SUMMARY

Results-driven Administrative Professional with proven experience spanning office administration, customer service, front desk operations, vendor management, procurement, asset management, fleet coordination, travel logistics, and staff support. Known for delivering exceptional client-facing service — welcoming visitors, managing inquiries, resolving concerns promptly, and creating a positive first impression that reflects the organisation's values. Skilled at building strong, lasting relationships with clients and stakeholders through clear communication, active listening, and a genuine commitment to customer satisfaction. Brings additional experience in marketing and business development, with a proven ability to engage prospects, nurture client relationships, and support sales-driven initiatives. Adept at coordinating multi-departmental processes, maintaining accurate records, and ensuring smooth workplace functionality while upholding the highest standards of professionalism and confidentiality. Holds a B.Sc. in Guidance & Counselling from Enugu State University of Science & Technology.

CORE COMPETENCIES & SKILLS

Customer Service & Communication:	Front-desk operations, callback management, client relations, written and verbal communication
Administration:	Records management, travel arrangements, inventory, procurement, vendor management, asset management, fleet coordination, staff support
Finance & Compliance:	Expense tracking & approvals, invoice processing, cash advance reconciliation, budget monitoring
Tools & Platforms:	Microsoft Word, Excel, PowerPoint, Microsoft Teams; standard office management systems and portals
Organisational Skills:	Time management, attention to detail, adaptability, multitasking, problem-solving
Languages:	English (Fluent), Igbo (Fluent)

PROFESSIONAL EXPERIENCE

Administrative Officer (Intern)

March 2026 – Present

Principles Credit Systems Limited, Opebi, Ikeja, Lagos

- Oversaw end-to-end daily office operations, ensuring a well-organised, efficient, and professional work environment.
- Managed vendor relationships for repairs, maintenance, and purchases; verified job completion before authorising payments and liaised with Finance on invoice processing.
- Coordinated procurement of company resources including laptops and phones, ensuring alignment with organisational policies and role requirements.
- Maintained accurate inventory records and proactively managed office supplies to ensure uninterrupted operations.
- Tracked and managed company assets, ensuring proper documentation, assignment, and monthly reporting.
- Oversaw fleet management — monitoring vehicle documents, coordinating servicing, and ensuring timely renewal of insurance and licences.
- Arranged travel logistics and accommodation for staff, ensuring compliance with company expense policies.
- Supported the full staff offboarding process, coordinating asset retrieval and ensuring accurate record updates.
- Processed and followed up on staff expense requests and approvals to prevent operational delays.

- Coordinated meeting room bookings and office space management.

Receptionist*April 2025 – September 2025*

Red Slate, 12 Oduduwa Way, Ikeja GRA, Lagos

- Managed front-desk operations, maintaining a welcoming and professional office environment.
- Received and directed all incoming calls and visitors; coordinated appointments and meeting schedules.
- Conducted regular inventory checks and monitored office supply levels.
- Supported the administrative team with clerical and general administrative tasks.

Callback Manager / Customer Service Representative (NYSC)*January 2024 – January 2025*

Rally Trade, Lagos State

- Managed customer callback processes to ensure timely follow-up and satisfactory resolution.
- Delivered professional customer service, supporting product and service sales initiatives.

Marketing & Business Development Officer (Remote)*January 2024 – April 2024*

4 Quarters Consultant, Lagos State

- Executed marketing and business development strategies to drive client acquisition and retention.
- Built and maintained strong client relationships in support of broader customer-service goals.

Front Desk / Customer Service Officer*December 2021 – September 2023*

Canncy Real Estate, Enugu

- Served as the primary administrative point of contact at the front desk.
- Maintained records management systems to ensure accurate, accessible documentation.
- Coordinated travel arrangements and managed office inventory.
- Assisted with meeting coordination and general clerical duties.

Cash Point Officer / Sales Representative*January 2021 – November 2021*

Sizzlers Fast Food, Asaba, Delta State

- Managed cash point operations and performed accurate daily sales reconciliations.
- Supported sales activities and delivered quality customer service.

EDUCATION

Bachelor of Science — Guidance & Counselling*2017 – 2021*

Enugu State University of Science & Technology (ESUT), Enugu

References available on request.