

CHRISTABEL UMUKORO

FRONT DESK OFFICER & CLIENT RELATIONS SPECIALIST

 Lagos, Nigeria  07030796214  Umukoroelohor2304@gmail.com

PROFESSIONAL SUMMARY

Friendly, well-organized, and customer-focused Front Desk Officer with 3+ years of experience in front-desk administration, client reception, appointment booking, and multi-channel inquiry management (phone, WhatsApp, email). Holds a B.Sc. in Library and Information Science and an ALX Virtual Assistant certification. Known for maintaining a neat, professional reception area, handling client payments with accuracy, and delivering exceptional front-line service.

CORE COMPETENCIES & SKILLS

RECEPTION & CUSTOMER SERVICE

Walk-in Client Reception, Inquiry Management, Service Guidance, Neat Professional Grooming

COMMUNICATION & MESSAGING

Phone Calls, WhatsApp Customer Messaging, Email Management, Customer Escalation Handling

ADMIN & BOOKING OPERATIONS

Appointment Scheduling & Booking, Client Record Keeping, Payment Handling & Receipts, MS Office

WORK EXPERIENCE

Customer Care Representative & Client Relations Officer – Ken Sirius NG Limited 2025 – Present

- Respond promptly and professionally to customer inquiries across multi-channel platforms including phone calls, WhatsApp messages, and emails.
- Maintain accurate client records, booking schedules, and service interaction logs using computer systems.
- Address client concerns and questions with empathy and clear communication, ensuring high satisfaction ratings.
- Assist with basic administrative tasks, digital filing, and routine daily service documentation.

Front Desk & Administrative Assistant – TTMBDC LIMITED 2022 – 2025

- Welcomed walk-in clients and visitors warmly, ensuring a positive first impression and guiding them efficiently.
- Managed booking schedules, confirmed appointments, and maintained organized physical and digital client files.
- Handled client payments, issued receipts, and maintained accurate basic daily transaction records.
- Maintained a clean, neat, and highly professional reception desk area at all times.
- Handled incoming calls, directed messages, and managed administrative correspondence smoothly.

EDUCATION & CERTIFICATIONS

Bachelor of Library & Information Science (BLIS)
Delta State University, Abraka, Nigeria

ALX Virtual Assistant Certification
ALX Africa – Office Management & Customer Relations

