

CYNTHIA UNADIKE

Abuja, Nigeria | +234 703 395 9570 | 090 195 78477
ciny6550@gmail.com

PROFESSIONAL SUMMARY

Organized and dependable administrative and customer service professional with practical experience in customer relations, office administration, scheduling, refunds, referrals, cash handling and day-to-day coordination. Confident in communicating with customers, handling enquiries and complaints professionally, organizing activities and supporting smooth daily operations. Currently studying Business Administration at the National Open University of Nigeria and seeking an opportunity to contribute strong communication, organization and administrative skills to a professional team.

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE — REMOTE

Skylux Travels | September 2023 – Present

- Assist customers with enquiries, bookings and general service requests while providing professional and timely support.
- Handle customer complaints and concerns, listening carefully and helping to resolve issues professionally.
- Coordinate scheduling and follow up on appointments or service arrangements to ensure smooth operations.
- Process and follow up on refunds and related customer requests according to company procedures.
- Manage referrals and maintain clear communication with customers throughout the service process.

HOUSE MANAGER / PERSONAL ASSISTANT

Mrs. Joyce Igwebuike, Abuja | November 2021 – Present

- Coordinate day-to-day household activities and ensure assigned tasks are completed efficiently and on schedule.
- Organize appointments, errands and routine activities while maintaining a structured daily schedule.
- Assist with planning, coordination and general administrative responsibilities as required.
- Manage responsibilities with discretion, reliability, good judgment and attention to detail.

OFFICE ADMINISTRATIVE ASSISTANT

Adunnis Lash Lounge, Abuja | April 2020 – September 2021

- Provided day-to-day administrative support and helped keep office activities organized.
- Managed scheduling and assisted with appointment coordination to support smooth customer service.
- Handled general office duties, organization and routine administrative tasks.
- Supported customers and staff with enquiries and day-to-day operational needs.

EDUCATION

B.Sc. BUSINESS ADMINISTRATION — STUDENT

National Open University of Nigeria (NOUN), NURTW Garki 2

March 2024 – Present

CORE SKILLS

- Customer Service & Client Relations
- Administrative & Office Support
- Scheduling & Appointment Coordination
- Cash Handling & Cashiering
- Communication & Interpersonal Skills
- Organization & Time Management
- Leadership & Teamwork
- Problem Solving & Customer Complaint Handling

PROFESSIONAL STRENGTHS

Customer Focus: Able to communicate respectfully with customers, understand their concerns and provide helpful support.

Organization: Comfortable coordinating schedules, appointments, errands and routine administrative activities.

Reliability: Experienced in handling responsibilities independently and ensuring assigned tasks are completed properly.

Communication: Able to communicate clearly with customers, colleagues and other people in a professional environment.

Attention to Detail: Able to keep track of customer requests, schedules, refunds and administrative tasks.

CAREER OBJECTIVE

To build a successful career in administration, customer service or a related business environment where I can apply my existing experience, develop new professional skills and contribute positively to the organization.

REFERENCES

Available upon request.