

GENESIS IKE

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PROFESSIONAL SUMMARY

Detail-oriented Science Laboratory Technology graduate with three years of pharmacy experience. Strong background in customer service, documentation, administrative support, inventory management and confidential record handling. Currently building expertise in Virtual Assistance, AI Data Annotation and Remote Administrative Support.

CORE SKILLS

- Administrative Support
- Virtual Assistance
- Customer Service
- Data Entry
- Email Management
- Calendar Management
- Google Workspace
- Microsoft Office
- Canva
- Internet Research
- Record Keeping
- Inventory Management
- Communication
- Problem Solving
- Attention to Detail
- Time Management

PROFESSIONAL EXPERIENCE

Pharmacy Assistant | Jehovah Dindu Pharmaceutical

Kaduna, Kaduna State | 2016–2019

- Provided exceptional customer service by assisting clients with prescriptions and general enquiries.
- Maintained accurate patient, inventory and sales records while ensuring confidentiality.
- Monitored stock levels, organized inventory and assisted in restocking pharmaceutical products.
- Processed prescriptions accurately and supported pharmacists in daily operations.
- Prepared daily and monthly inventory reports to support stock control.
- Handled cash transactions and maintained accurate financial records.
- Coordinated with suppliers on deliveries and verified incoming stock.
- Maintained a clean, organized and compliant work environment.
- Worked collaboratively with team members to improve workflow and customer satisfaction.

Receptionist |New World Hotel

Kafanchan, Kaduna State | 2020–2021

- Welcomed guests and visitors with professionalism and courtesy.
- Managed guest check-ins, check-outs, and reservations efficiently.
- Answered incoming telephone calls and responded to enquiries promptly.
- Maintained accurate guest records and reservation details.
- Processed payments and issued receipts accurately.
- Coordinated with housekeeping to ensure excellent guest satisfaction.

Front Desk Officer| Ruthie Cosmetics and Stores

Calabar, Cross River State | 2022–2023

- Welcomed customers and provided exceptional front desk support.
- Responded to customer enquiries and resolved complaints professionally.
- Processed sales transactions and maintained accurate daily sales records.
- Scheduled appointments and coordinated customer requests.
- Assisted with inventory monitoring and stock documentation.
- Maintained organized customer records and administrative files.

Accountant |Pride Garden Hotels

Calabar, Cross River State | 2023–2025

- Prepared daily, weekly, and monthly financial reports.
- Maintained accurate accounting records and reconciled cash transactions.
- Processed invoices, payments, and expense documentation.
- Assisted with budget preparation and financial planning.
- Monitored income and expenditures to ensure financial accuracy.
- Maintained confidentiality of financial information and supported audit preparations.

RELEVANT PROJECTS

- Created professional documents, reports and letters using Google Docs.
- Organized spreadsheets for record tracking using Google Sheets.
- Designed professional flyers and social media graphics with Canva.
- Conducted internet research and prepared structured reports.
- Used AI tools such as ChatGPT to draft emails, summaries and administrative documents.

EDUCATION

Bachelor of Science (B.Sc.) in Science Laboratory Technology

University of Calabar

Graduated: 2025

REFERENCE

Available on request