

EKANEM BLESSING BASSEY

Abuja, Nigeria

+234 901 708 1817

basseyb986@gmail.com

LinkedIn: [linkedin.com/in/Blessing.Ekanem](https://www.linkedin.com/in/Blessing.Ekanem)

PROFESSIONAL SUMMARY

Motivated and detail-oriented entry-level professional with a Bachelor's degree in Philosophy and certifications in Virtual Assistance and Airline Ticketing & Reservation. Possesses foundational experience in telemarketing, customer service, and administrative support. Demonstrates strong organizational, communication, and technical skills with a proven ability to support teams, manage tasks efficiently, and engage clients professionally. Eager to contribute to organizational success in administrative, customer service, or aviation-related roles.

WORK EXPERIENCE

Travel Consultant/Ticketing Officer

e-travelar, Abuja

February 2026 – September 2026

- Handled flight enquiries, fare quotations, reservations, and ticketing for clients.
- Assisted customers via WhatsApp, phone, email, and Zoho Desk.
- Provided suitable flight options based on clients' preferred routes, travel dates, and budgets.
- Assisted with airline reservations using GDS platforms.
- Followed up with leads generated through social media and digital advertising campaigns.
- Supported corporate and sub-agent outreach and business development activities.
- Maintained accurate customer and booking records and ensured timely follow-up.

Secretary

Fintuck Solar Company, Abuja

April 2025 – August 2025

- Managed daily administrative operations including scheduling, filing, and document organization.
- Handled phone calls, emails, and client inquiries professionally and in a timely manner.
- Supported management with meeting coordination, travel arrangements, and internal communications.
- Prepared invoices, quotations, and maintained accurate customer and vendor records.
- Ensured smooth office workflow by organizing supplies, tracking deliveries, and updating logs.

Teaching Assistant

Community Secondary School, Port Harcourt

June 2023 – May 2024

- Utilized diverse teaching strategies such as interactive lectures, group projects, and simulations to engage students.
- Developed lesson plans incorporating varied instructional methods, leading to improved student learning outcomes.
- Collaborated with fellow teaching assistants to maintain a consistent and supportive learning environment.

SKILLS

- Excellent communication and interpersonal skills
- Proficient in Microsoft Office Suite (Outlook, Word, Excel, PowerPoint)
- Active listening
- Teamwork and collaboration
- Attention to detail
- Guest service and customer support skills

EDUCATION & QUALIFICATIONS

Bachelor of Arts (B.A.) in Philosophy
Federal University of Uyo, Akwa Ibom State, Nigeria
September 2015 – January 2023

National Youth Service Corps (NYSC)
NYSC Discharge Certificate
May 2023 – April 2024

CERTIFICATIONS & TRAINING

ALX Virtual Assistant Certification
September 2022

- Completed a three-month intensive training program with honors.
- Gained hands-on experience in administrative support, customer service, and project management.
- Proficient in tools such as Slack and Canva for communication and workflow coordination.
- Developed skills in email management, scheduling, online research, and client support.

Airline Ticketing & Reservation (ATR) Certification (*Pending – 2025*)
Universal School of Aviation, Abuja

- Completed a four-month comprehensive training program in airline ticketing and reservations.
- Trained in fare construction, ticket issuance, travel documentation, and airline policies.
- Developed practical skills using Global Distribution Systems (GDS) including **Amadeus** and **Sabre**.
- Enhanced abilities in itinerary planning, customer service, and travel issue resolution.

REFERENCES

Available upon request.