

EMMANUELLA NKECHI EBOKA

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PROFILE

Professional and welcoming Receptionist with a strong background in front desk operations, visitor management, switchboard handling, and administrative coordination. Proven ability to manage multi-line phone systems, direct inquiries efficiently, and maintain organized front office environments. Adept at multitasking, managing schedules, and delivering exceptional front-line customer service under pressure.

EXPERIENCE

FRONT DESK RECEPTIONIST | LA RASION GREENTEC

Jan 2024 - Aug 2026

- Served as the professional first point of contact for all incoming visitors, clients, and vendors, greeting guests and issuing security badges.
- Managed a high-volume multi-line phone system, screening and routing calls accurately while taking detailed messages for internal staff.
- Maintained the reception and waiting areas to ensure a professional, organized, and welcoming environment at all times.
- Coordinated appointment schedules, meeting room bookings, and visitor logs efficiently using office management software and digital calendars.

ADMINISTRATIVE RECEPTIONIST | ROYAL ROOTS

Jun 2022 - Dec 2023

- Handled incoming front desk inquiries, managed internal and external mail distribution, and drafted professional front office correspondence.
- Assisted visitors and staff with scheduling, travel arrangements, and basic administrative inquiries to streamline daily office flow.
- Maintained accurate digital visitor logs and updated front office directories and database records.
- Supported management by organizing office supplies inventory and assisting in the preparation of routine operational reports.

EDUCATION

Bachelor of Accountancy

Sep 2015 - Sep 2019

Madonna university okija

PROFESSIONAL SKILLS

- Front Desk & Visitor Management
- Multi-line Phone Handling & Switchboard
- Schedule & Calendar Coordination
- Office Administration & Record Keeping
- Professional Correspondence & Client Relations

ADDITIONAL INFORMATION

- Certifications/internships: AI in action job simulation cetificate, US Time Management and Business Communication Skills Job Simulation certificate and Data Entry certicate from Accounting Hub Training.
- References: available upon request