

MARYANN CHIZURUM EKEH

Oshodi, Lagos State

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CAREER OBJECTIVE

To secure a position where I can apply my skills, passion for excellence, and dedication to professional development in achieving organizational goals. I am focused on creating strategic impact by aligning my contributions with the company's broader objectives while fostering innovation and promoting customer satisfaction. My goal is to combine adaptability, teamwork, and continuous learning in order to deliver exceptional results. By exceeding expectations and supporting both people and process development, I aspire to contribute to the long-term growth and success of the organization while advancing my career path.

EDUCATION

Imo State University, Owerri, Imo State

Jan 2018 – Sep 2022

B.A History and International Studies

Aunty Yinka Comprehensive College, Shogunle, Lagos State

Apr 2012 – Jul 2017

Senior Secondary Certificate Examination

TECHNICAL SKILLS

- **Microsoft Office Suite:** PowerPoint, Excel, Word, Outlook
- **Customer Service Operations**
- **Data Entry**
- **Report Writing**
- **Client Relations**
- **Front Desk Operations**
- **Appointment Scheduling**
- **Administrative Support**
- **Call Handling & Email Management**
- **Customer Relationship Management**
- **Documentation and Record keeping**
- **Communication Tools:** Zoom, Microsoft Teams, Slack
- **Google Workspace:** Gmail, Google Drive, Google Docs, Sheets, Meet
- **Soft Skills:** Task Prioritization, Research Skills, Office Administration, Proactive Communication, Adaptability, Teamwork, Adaptability, Attention to detail, and Organizational Skills.

WORK EXPERIENCE

Danik Royals International School, Oshodi, Lagos State

Feb 2025 – Dec 2025

Administrative / Front Desk Support Officer

- Served as the primary point of contact for students, parents, and staff, handling inquiries, complaints, and requests with professionalism and empathy.
- Communicated academic, administrative, and policy-related information clearly to parents and guardians, ensuring understanding and satisfaction.
- Maintained accurate and up-to-date records of student information, attendance registers, and administrative reports.
- Managed classroom- and school-related concerns calmly, applying problem-solving and conflict-resolution techniques when issues arose.

Elppa Phone Service and Repair, Lagos State

Jun 2024 – Jan 2025

Receptionist

- Welcomed customers and visitors courteously, creating a positive first impression and enhancing customer experience.
- Managed incoming and outgoing phone calls, emails, and walk-in inquiries, directing issues to technicians or management as appropriate.
- Scheduled service appointments and maintained daily work calendars to ensure efficient service delivery.
- Handled front-desk administrative duties such as data entry, filing, customer records, and service logs.

Masters Oil & Gas, GRA, Lagos State

Jan 2022 – Dec 2023

Administrative / Customer Support Assistant

- Assisted in responding to customer inquiries, complaints, and service requests through professional communication channels.
- Provided administrative support, including data entry, document preparation, filing, and correspondence management.
- Maintained professional interactions with clients and internal staff, ensuring timely communication and issue resolution.

INTERPERSONAL SKILLS

Problem-Solving, Stakeholder Engagement, Confidentiality, Excellent Communication, Good Interpersonal Relationship, Teamwork, Critical thinking, Time Management and Leadership Skills.

REFEREE

Available on request.