

FAVOUR KELECHI NZEADI

Executive Assistant | Customer Relations Representative | Administrative Professional

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PROFESSIONAL SUMMARY

Effective and committed professional with a B.Sc. (Upper Class) in Psychology and 4+ years of cross-sector experience spanning data administration, executive support, customer relations, and clinical environments. Demonstrated ability to manage high-volume operational workflows, build lasting client relationships, and provide seamless administrative support to senior stakeholders. Trilingual communicator (English, Igbo, Hausa) with a track record of maintaining accuracy under pressure. Certified in Social Media Marketing. Actively seeking graduate-entry, executive assistant, or customer-facing roles in dynamic, people-centred organisations.

CORE COMPETENCIES

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|--------------------------------------|--------------------------|
| ✓ Executive & Administrative Support | ✓ Problem-Solving |
| ✓ Customer Relationship Management | ✓ Team Collaboration |
| ✓ Data Entry & Records Management | ✓ Leadership Support |
| ✓ Schedule Coordination | ✓ Stakeholder Engagement |
| ✓ Written & Verbal Communication | ✓ Proofreading |
| ✓ Critical Thinking | ✓ Document Management |

PROFESSIONAL EXPERIENCE

Data Entry Clerk

| Arone Technologies — Abuja, Nigeria

Mar 2026 – Present

- Processed and maintained 200+ daily records, invoices, and operational documents, achieving a 25% reduction in filing errors through rigorous data verification protocols.
- Sustained 98%+ accuracy rate across all data entry tasks, ensuring high-integrity documentation and seamless record retrieval for cross-functional teams.
- Streamlined administrative workflows by optimising document turnaround processes, contributing directly to improved operational efficiency.

Administrative Support Staff (PPA)

| NYSC – State House Medical Center, Asokoro, Abuja

2024 – 2025

- Provided comprehensive clerical and administrative support to a high-traffic medical facility, ensuring uninterrupted daily operations.
- Managed patient records, filing systems, and documentation with strict adherence to confidentiality and accuracy standards.
- Served as primary front-desk contact, delivering professional, courteous service to patients and visitors and significantly enhancing the reception experience.
- Coordinated logistics and reporting functions for medical teams, facilitating smooth scheduling and resource allocation.

Sales Representative

| Madam Blessing Integrated — Abuja, Nigeria

2021 – 2023

- Managed end-to-end customer engagement lifecycle — from initial inquiry through to post-sale retention — consistently exceeding client satisfaction targets.
- Built and nurtured a loyal client base through proactive relationship management, driving measurable repeat patronage.
- Resolved customer complaints with empathy and professionalism, transforming service recovery situations into positive brand experiences.
- Provided real-time sales updates and feedback to team leadership, supporting target achievement and forecasting accuracy.

SIWES Intern – Psychological Department

| Jos University Teaching Hospital (JUTH)

2023 (3 Months)

- Assisted clinical psychologists with patient intake, observation, and mental health documentation under clinical supervision.
- Prepared case files, organised therapeutic session materials, and maintained smooth departmental workflow.
- Participated in psychological testing procedures, gaining foundational knowledge in the application of psychometric assessment tools.

EDUCATION

B.Sc. Psychology (Upper Class)

2018 – 2023

Plateau State University, Bokkos – Plateau State, Nigeria

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Social Media Marketing – Certificate of Achievement

Oct 2025

Issued by Jobberman & The African Talent Company (via Arifu) | Cert No: CERT-000000000400

Verify: <https://www.jobberman.com/certificate/ef13ebbc-7cc7-42c9-af9f-1a60feac7c85>

National Youth Service Corps (NYSC) – Discharge Certificate

2025

Federal Road Safety Corps (FRSC) – Excellent Membership

LANGUAGE PROFICIENCY

English – Full Professional Proficiency

Igbo – Native / Fluent

Hausa – Conversational Proficiency

REFERENCES

Available upon request.