OLIVIA IKUOMOLA

CUSTOMER SERVICE | ADMINISTRATIVE SUPPORT

Apapa, Lagos | +234 703 072 6881 | Ikuomolaolivia4@gmail.com

PROFESSIONAL SUMMARY

Customer-focused and organised HND Public Administration graduate with experience in customer assistance, administrative support, appointment scheduling and stakeholder communication. Skiiled at handling enquiries professionally, maintaining accurate information and coordinating daily activities. Seeking to contribute strong service, communication and organisational skills in a customer service, office administration or operations support role.

CORE SKILLS

Customer Service & Enquiry Handling • Verbal and Written Communication • Appointment Scheduling • Administrative Support • Records and Information Management • Complaint Resolution • Time Management • Team Collaboration • Problem Solving • Customer Relationship Building

PROFESSIONAL EXPERIENCE

Secretary | Rock 5 Unisex Saloon / Spa | 2022–2024

- Coordinated appointment bookings, schedules and calendar updates to support smooth daily operations.
- Handled phone and email communications with clients and shared clear information about appointments and services.
- Organised daily administrative tasks and helped reduce booking conflicts through timely updates.
- Maintained a professional, client-focused approach while supporting service delivery and customer satisfaction.

Retail Sales Assistant | Kenzomart, Lagos | 2017 – 2019

- Restocked shelves and maintained neat, accessible product displays.
- Assisted customers with product locations and general enquiries in a friendly manner.
- Monitored stock levels and reported low-stock items to the supervisor.
- Helped keep the store clean, organised and welcoming for customers.

Graduate Intern(NYSC) | 2025–2026
Corps Liaison Officer

- Supported corps members by responding to welfare concerns and communicating relevant information.
- Coordinated communication and assisted with the organisation of CDS activities and community projects.
- Represented corps members at meetings and events, promoting clear communication and collaboration.

EDUCATION

HND, Public Administration – The Oke Ogun Polytechnic (2022–2024)

OND, Public Administration – Ogun State Institute of Technology (2019–2021)

Senior School Certificate (SSCE) – Moonlight College, Lagos (2010–2016)

First School Leaving Certificate (FSLC) – Nigerian Navy Primary School, Lagos (2003–2010)

ADDITIONAL INFORMATION

Language: English

References available on request.