

EDUCATION

SOCIOLOGY & SOCIAL WORKS

ARTHUR JARVIS UNIVERSITY /
Cross River /
2024

SSCE

CHRISTIAN HIGH SCHOOL /
Cross River /
2018

SKILLS

- MICROSOFT OFFICE SUITE (WORD, EXCEL, POWERPOINT)
- DATA ENTRY AND RECORD MANAGEMENT
- EFFECTIVE COMMUNICATION AND INTERPERSONAL SKILLS
- SELF-MOTIVATED AND TARGET ORIENTATED
- EFFECTIVE USE OF INITIATIVE AND RESULT ORIENTED
- ABILITY TO DEAL WITH HIGHLY CONFIDENTIAL MATTERS PROFESSIONALLY AND DISCRETELY
- ORGANIZATIONAL AND TIME MANAGEMENT SKILLS
- OFFICE AND ADMINISTRATIVE SUPPORT
- CUSTOMER RELATIONS MANAGEMENT

CORE COMPETENCIES

- ADMINISTRATIVE SUPPORT
- CUSTOMER SERVICE
- HUMAN RESOURCES SUPPORT
- OFFICE ADMINISTRATION
- DATA ENTRY & RECORD MANAGEMENT
- MICROSOFT OFFICE SUITE
- EMAIL & CALENDAR MANAGEMENT
- DOCUMENT PREPARATION
- RECRUITMENT SUPPORT
- FRONT DESK OPERATIONS
- COMMUNICATION
- TIME MANAGEMENT
- PROBLEM SOLVING
- CONFIDENT RECORD HANDLING

LANGUAGE

ENGLISH

EFFIONG GENEVIEVE MAJOR

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Karu, Fct, Abuja, Nigeria

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ABOUT ME

Administrative and Customer Support Professional with over four years of combined experience providing administrative, customer service, human resources and school administrative support across private and public sector organizations. Skilled in office administrator, front desk operations, record managements, document preparation, customer relationship management and maintaining confidential information.

Adept at coordinating daily operations, supporting recruitment activities and delivering excellent service in fast-paced environments. Proficient in Microsoft Office Suite with strong communication, organizational and problem-solving skills committed to contributing to organizational efficiency in success.

WORK EXPERIENCE

BJ SCHOOLS

Fct, Abuja
Jun 2025 - Present

ADMINISTRATIVE ASSISTANT

- Managed office correspondence, ensuring timely and accurate communication between staff, students, and external contacts
- Maintained and organized student and staff records to support efficient administrative operations
- Scheduled and coordinated meetings, prepared agendas, and managed follow-up tasks to facilitate smooth daily operations
- Provided front desk support by greeting visitors, answering inquiries, and directing them to appropriate departments
- Assisted in preparing administrative documents and supported data entry activities to uphold record accuracy and accessibility

FEDERAL MINISTRY OF WOMEN AFFAIRS

FCT, Abuja
May 2025 - April 2026

HUMAN RESOURCES OFFICER (NYSC Internship)

- Assisted in organizing and maintaining staff documentation to ensure easy retrieval and compliance with record keeping standards.
- Supported the recruitment and onboarding processes by coordinating candidate documentation and facilitating smooth integration of new employees.
- Managed employee files and confidential records with attention to accuracy and data security.
- Provided comprehensive administrative support to the HR department including scheduling, correspondence and file management

POTTER'S HAND NIGERIA COMPANY

Calabar
Aug 2021 - Mar 2025

CUSTOMER SERVICE REPRESENTATIVE

- Addressed customer inquiries and resolved complaints effectively to ensure positive experiences
- Maintained strong client relationships by providing personalized support and follow-up

PERSONAL DETAILS

Nationality
NIGERIAN (Female)

Marital status
SINGLE

REFERENCE

References available upon
request

PSYCHIATRIC
HOSPITAL
Calabar
Jul 2023 - Oct 2023

- Processed orders accurately and maintained detailed records to ensure data integrity.
- Ensured high levels of customer satisfaction through attentive service and timely issue resolution

VOLUNTEER SOCIAL WORKER

- Provided emotional support and assistance to patients, enhancing their overall well-being during healthcare interactions
- Collaborated effectively with healthcare professionals to ensure comprehensive patient care and support plans
- Assisted in maintaining accurate and complete case documentation to facilitate continuity of care and compliance with organizational standards
- Supported vulnerable individuals by addressing their social and emotional needs, fostering a compassionate environment
- Participated in team efforts to improve patient support services, contributing to a positive and supportive care experience.

CERTIFICATION

Institute Of Professional
Certification And
Educational Training Oct
2025

Human Resource management, Project Management And
Customer Service Representative