

GIFT IWUNZE

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PROFESSIONAL SUMMARY

Detail-oriented professional with approximately two years of experience across document control, client communication, records management, sales and customer support, research, and task coordination. Skilled in maintaining accurate documentation, responding to enquiries, preparing reports, and supporting smooth communication across teams. Proficient in Microsoft Office and experienced with digital collaboration and administrative tools. Seeking to contribute in an organizational and support-focused role where strong organization, discretion, communication, and multitasking skills can support business operations.

CORE ADMINISTRATIVE SKILLS

Administrative Support • Calendar and Meeting Coordination • Email and Correspondence Management • Document Preparation • Reporting • Customer and Stakeholder Communication • Research Support • File Organization • Task Tracking and Follow-up • Microsoft Word, Excel, PowerPoint and Outlook • Google Workspace • Zoom • Microsoft Teams • CRM (Salesforce) • Good People Management • Ability to Multitask • Organizational Skill • Research Skill

PROFESSIONAL EXPERIENCE

Library Administrative Support/Assistant Information Handler

August 2025 – July 2026

Nigeria Civil Aviation Authority (NCAA)

- Compiled, reviewed, and maintained Aviation Information Manuals for multiple registered airlines, ensuring accuracy, completeness, and compliance with approval requirements.
- Managed digital repositories and document records, enabling quick and accurate retrieval of airline manuals for inspectors, engineers, and internal stakeholders.
- Coordinated secure information exchange among staff members and external operators, improving communication flow and administrative efficiency.
- Conducted detailed research on airlines, aircraft manufacturers, maintenance updates, and operational information to support regulatory documentation.
- Prepared and communicated essential operational information to relevant operators and stakeholders.
- Supported administrative processes by organizing files, updating records, tracking information, and following up on documentation requirements.

Direct Sales Agent / Customer Support Assistant

January 2024 – June 2025

Fidelity Bank

- Managed high volumes of customer enquiries through phone calls and messages, providing timely responses and consistent follow-up.
- Maintained customer information and account-opening documentation with accuracy and attention to detail.
- Prepared feedback and complaint reports to support service improvement and effective customer communication.
- Coordinated customer outreach activities and assisted with events focused on customer appreciation and engagement.
- Supported daily administrative tasks, including data entry, record updates, communication tracking, and document handling.
- Built professional relationships with customers while ensuring clear, respectful, and efficient communication.

EDUCATION

Bachelor of Science in Library and Information Science

2017 – 2021

Imo State University, Owerri, Imo State, Nigeria — Second Class Upper Division

West African Senior School Certificate

2009 – 2015

Omole Grammar School, Ojodu-Berger, Lagos State

LEADERSHIP EXPERIENCE

Secretary, Library and Information Science Students Association

2019 – 2020

Imo State University

Supported meeting coordination, communication, record keeping, and administrative organization for student activities.

Leader/Participant, Library Community Relations Outreach Programme

January 2020 – July 2021

Imo State

Assisted with outreach planning, communication, coordination, and information-sharing activities.

ADDITIONAL STRENGTHS

Excellent written and verbal communication • Strong organizational and planning ability • Ability to work independently and collaboratively • Attention to detail • Confidentiality and professionalism • Adaptability • Problem-solving • Time management • Relationship building