

GIFT OMOAKA MOSES

Lagos, Nigeria | 09158454126 | giftmoses1103@gmail.com

PROFESSIONAL PROFILE

Social Work graduate with hands on experience in administrative compliance, records management, scheduling, and documentation, gained through coordinating daily operations at a professional test center. Skilled in maintaining accurate records, preparing reports, and managing sensitive information with integrity. Comfortable working across Microsoft Office and Google Workspace tools to support smooth day-to-day office operations. Reliable, detail-oriented, and adaptable, with a proven ability to manage multiple administrative processes while providing excellent support to stakeholders. Currently pursuing CIPM certification to further strengthen personnel administration expertise.

CORE COMPETENCIES

- Administrative & Records Management
- Scheduling & Process Coordination
- Report Writing & Documentation
- Compliance & Confidentiality
- Operations Coordination
- Customer & Stakeholder Support
- Communication & Problem Solving
- Teamwork & Professional Ethics

TECHNICAL SKILLS

- Microsoft Word
- Microsoft Excel
- Google Workspace (Docs, Sheets, Gmail)
- Email & Business Communication
- Digital Record Management
- Online Collaboration Tools

PROFESSIONAL EXPERIENCE

PremierHub – Test Center Administrator (TCA) / Proctor

March 2026 – August 2026.

- Coordinate and oversee daily test center operations in line with organizational policies and examination standards.
- Manage candidate registration, verification, scheduling, and examination administration.
- Maintain accurate records, documentation, and administrative files.
- Prepare and submit end-of-month operational and performance reports.
- Monitor examination sessions and maintain the integrity, security, and confidentiality of testing processes.
- Provide professional customer support to candidates and stakeholders, resolving operational issues as they arise.

Cafe Dovini – Field Sales Representative

December 2020 – January 2022

- Promoted products and achieved sales targets across multiple markets, coordinating schedules and territory logistics.
- Built and maintained strong customer relationships through consistent, organized follow-up.
- Trained and supported newly recruited sales representatives.

FIELD PRACTICUM EXPERIENCE

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|---|------|
| University of Benin Teaching Hospital | 2025 |
| <ul style="list-style-type: none">• Assisted with client support, case documentation, and supervised counseling activities. | |
| University of Benin Health Services | 2025 |
| <ul style="list-style-type: none">• Participated in health awareness and psychosocial support initiatives. | |
| Boiling Point International School | 2024 |
| <ul style="list-style-type: none">• Supported student welfare and developmental programs. | |

EDUCATION

Bachelor of Science (B.Sc.) Social Work - University of Benin, Nigeria.

CERTIFICATIONS

Chartered Institute of Personnel Management (CIPM) - In View.

ACHIEVEMENTS

- Best Customer Service & Relationship Award - Cafe Dovini
- Trained and mentored new sales representatives
- Successfully completed multiple professional field practicums