

GLORIA GINIKACHUKWU IBEYINWA

Location: Lagos, Nigeria | Phone Number: 09020480288 | Email Address: gloriaibeyinwa@gmail.com | LinkedIn: [Gloria Ibeyinwa](#)

CAREER SUMMARY

Detail-oriented and highly organized entry-level Customer Service Representative/Personal Assistant with a strong ability to handle administrative tasks, manage schedules, and provide excellent customer support. Skilled in communication, problem-solving, and time management, with a proactive approach to assisting clients and executives. Adept at handling inquiries, coordinating meetings, and ensuring smooth daily operations. Seeking to leverage strong interpersonal skills and a customer-focused mindset in a dynamic work environment.

EDUCATION

UNIVERSITY OF LAGOS, NIGERIA	2024
BSc MASS COMMUNICATION	

UNIVERSITY OF LAGOS, NIGERIA	2019
DIPLOMA IN LAW	

PROFESSIONAL EXPERIENCE

PEFTI	LAGOS, NIGERIA
LECTURER	03/2026- PRESENT

- Plan, prepare, and deliver engaging lectures and practical classes in Mass Communication courses.
- Develop and update course materials, syllabus, and assessments in line with academic standards.
- Guide and mentor students in academic and professional development.
- Supervise student projects, presentations, and research work.
- Conduct and grade assignments, quizzes, and examinations objectively and timely.
- Encourage critical thinking, creativity, and ethical communication practices among students.
- Participate in departmental meetings, curriculum development, and academic planning.
- Engage in research, publish scholarly articles, and contribute to the advancement of the field.
- Support institutional growth through community engagement and academic initiatives.

CHARISMA COSMETICS	LAGOS, NIGERIA
CUSTOMER SERVICE/ PERSONAL ASSISTANT	2022 - 2025

- Greet and assist customers with product inquiries, recommendations, and purchases.
- Provide excellent customer service by addressing complaints, processing returns, and handling concerns professionally.
- Educate customers on skincare and beauty products, including usage, benefits, and promotions.
- Manage online and in-store orders, ensuring accurate and timely fulfillment.
- Maintain a clean and organized store environment to enhance the shopping experience.
- Handle emails, phone calls, and social media inquiries professionally.

- Keep track of stock levels, place orders, and coordinate with suppliers as well as buyers
- Responsible for coordinating logistics operations both domestically and internationally.

TOP RADIO 90.9 FM RADIO INTERN

LAGOS, NIGERIA
07/2023 - 09/2023

- Support sound engineers and producers with audio editing and mixing.
- Help in setting up and testing broadcasting equipment before live shows.
- Organize schedules and bookings for radio guests and interviews.
- Maintain and update music or content playlists.
- Handle emails, social media messages, and listener feedback.
- Gained proficiency in Microphone coordination and management.

STAND UP NIGERIA CREW MEMBER

LAGOS, NIGERIA
2021

- Assist in setting up and operating broadcasting equipment for live and recorded shows.
- Ensure smooth transmission by monitoring audio levels and signal quality.
- Assist in the setup and operation of broadcasting equipment for both live and recorded shows, ensuring seamless transmission by monitoring audio levels and maintaining optimal signal quality.
- Work closely with producers, hosts, and technical staff to ensure seamless broadcasts.
 - Adapt to dynamic studio environments and contribute creative ideas for programming.
- Continuously develop broadcasting skills through hands-on experience.

JANEY CUTZ FASHION DESIGN PERSONAL ASSISTANT

LAGOS, NIGERIA
2019 - 2020

- Keeping records of customers' orders.
- Record keeping of every transaction made.
- Resolve and report all customer associated issues.

SKILLS AND TOOLS

Communication Skills both verbal and written • Empathy • Familiar with Customer Service • Strong Organizational skills • Decision-making skills • Creative Thinking • Active Listening • Basic IT Skills • Proficient use of Microsoft Office Suite • Familiar with Tasks for Administrative Support and Assistance • Task Management and Prioritization • Good Professional Ethics and Interpersonal Skills • Social Media Savvy

CERTIFICATIONS AND AFFILIATIONS

National Youth Service Corps (NYSC) **completed mandatory one-year national service in Nigeria.**
2025- 2026

REFERENCE

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- Available upon request