

GODWIN MIRACLE NNENNA

Administrative Assistant | Customer Service & Support Professional

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PROFESSIONAL SUMMARY

Dedicated and customer-focused professional with experience in customer service, administrative support, location supervision, control room operations, and sales. Skilled in handling enquiries, resolving complaints, maintaining accurate records, communicating effectively, and supporting day-to-day operations. Demonstrates strong interpersonal skills, attention to detail, computer literacy, and the ability to remain professional and calm when dealing with customers and operational challenges.

CORE COMPETENCIES

- Administrative & Office Support
- Customer Service & Customer Relationship Management
- Front Desk & Customer Support
- Data Entry & Record Management
- Customer Enquiries & Complaint Resolution
- Communication & Interpersonal Skills
- Customer Engagement
- Problem Solving & Conflict Resolution

COMPUTER SKILLS

- Microsoft Office and general office applications
- Internet and email usage
- Data entry and document preparation
- Digital communication
- Electronic record keeping
- General computer operations

PROFESSIONAL EXPERIENCE

ADMINISTRATIVE ASSISTANT

- Provided administrative and clerical support to ensure efficient day-to-day office operations.
- Maintained records, files, documents, and other administrative information.
- Assisted with scheduling, documentation, data entry, and general office coordination.
- Handled routine enquiries and directed requests to the appropriate personnel.

CUSTOMER SUPPORT REPRESENTATIVE

- Assisted customers with enquiries and provided clear, accurate, and helpful information.
- Responded professionally to customer complaints, concerns, and service-related issues.
- Identified customer needs and provided appropriate solutions or escalated issues when necessary.
- Maintained positive customer relationships through effective communication and active listening.
- Followed up on customer concerns to ensure satisfactory resolution.
- Demonstrated patience, empathy, professionalism, and a strong customer-service orientation.

SALES REPRESENTATIVE

- Engaged customers, identified their needs, and recommended appropriate products and services.
- Explained product and service features clearly to prospective and existing customers.

- Supported sales activities and contributed to customer acquisition and retention.
- Built and maintained positive relationships with customers.
- Responded to customer questions and concerns professionally.
- Demonstrated strong communication, persuasion, active listening, and negotiation skills.

EDUCATION

Bachelor's Degree in Music

Alex Ekwueme Federal University — May 2021

PROFESSIONAL ATTRIBUTES

- Customer-focused and service-oriented
- Excellent verbal and written communication
- Professional and well-presented
- Patient and approachable
- Fast learner and adaptable
- Reliable and responsible
- Ability to work independently and as part of a team
- Strong attention to detail
- Ability to work effectively under pressure