

HOPE DAVID

Business Development & Lead Generation | Client Communication | Administrative Operations

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PROFESSIONAL SUMMARY

Organized and results-focused professional with experience in client-facing communication, information management, administrative operations, records management, data handling, and stakeholder coordination across diverse work environments. Skilled at communicating professionally with clients and stakeholders, managing confidential information, maintaining accurate records, coordinating administrative processes, and using digital tools to support business operations. Highly adaptable, detail-oriented, self-motivated, and comfortable working independently or collaboratively in fast-paced environments. Proficient in Microsoft Office, digital platforms, data management, and information systems, with additional knowledge of Python, SQL, and JavaScript.

CORE COMPETENCIES

- Client & Stakeholder Communication
 - Business Development Support
 - Appointment Setting
 - Customer Relationship Management
 - Outbound Communication
 - Administrative & Operations Support
 - Data Entry & Information Management
 - Records & Document Management
 - Data Analysis & Reporting
 - Microsoft Office Suite
 - Digital Tools & Platforms
 - Email & Written Communication
 - Confidential Information Handling
 - Problem Solving & Decision Making
 - Time Management
 - Team Coordination
 - Remote Work & Collaboration
 - Quality Assurance & Process Improvement
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PROFESSIONAL SKILLS

Communication & Client Relations

- Strong verbal and written communication skills.
- Professional interpersonal and relationship-management abilities.
- Ability to communicate clearly with clients, colleagues, and stakeholders.
- Experienced in handling information requests and providing timely responses.
- Able to build productive working relationships across different environments.

Business & Administrative Operations

- Administrative coordination and operational support.
- Information organization and document control.
- Data entry, record updates, tracking, and reporting.
- Filing, archiving, retrieval, and digitization of records.
- Process organization and continuous improvement.
- Strong attention to detail and accuracy.

Technology & Digital Skills

- Microsoft Word, Excel and PowerPoint.
- Digital platforms, information systems, and computer applications.
- Data analysis and reporting.
- Basic Python, SQL, and JavaScript.

- Digital records and information management.

Professional Attributes

- Highly organized and dependable.
 - Adaptable and comfortable learning new systems.
 - Strong confidentiality and information-security awareness.
 - Self-motivated and able to work independently.
 - Effective under pressure and within deadlines.
 - Strong problem-solving and decision-making abilities.
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PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE Nov. 2025 – June 2026

Outsource Global Technologies Ltd | Remote, MA, USA

- *Managed customer inquiries, complaints, and service requests.*
- *Conducted outbound follow-up calls to resolve issues efficiently.*
- *Delivered professional, customer-focused support aligned with company standards.*

DOCUMENT MANAGEMENT OFFICER

Wellness Chiropractic Clinic, Abuja | 2018 – 2023

- *Managed the creation, organization, storage, retrieval, tracking, and disposal of physical and electronic records.*
- *Maintained accurate and up-to-date information systems, ensuring documents could be retrieved efficiently when required.*
- *Supported day-to-day administrative operations through accurate data entry, record updates, document tracking, and information organization.*
- *Coordinated the archiving and digitization of records, contributing to improved accessibility and operational efficiency.*
- *Handled confidential organizational information with a high level of professionalism and discretion.*
- *Maintained data accuracy and information integrity across organizational records.*
- *Supported colleagues and stakeholders by providing timely access to relevant documentation and information.*
- *Applied strong attention to detail when reviewing, organizing, and maintaining business documentation.*
- *Worked independently while coordinating effectively with other members of the organization.*

MANUAL THERAPIST

Wellness Chiropractic Clinic, Abuja | 2023 – 2024

- *Conducted client assessments and communicated professionally with clients to understand their individual needs.*
- *Provided personalized services based on client requirements and circumstances.*
- *Maintained professional client relationships and handled sensitive personal information confidentially.*
- *Demonstrated strong listening, communication, problem-solving, and service-delivery skills.*
- *Managed multiple client needs while maintaining professionalism, accuracy, and attention to detail.*

FRONT DESK OFFICER

Golden Astoria Hotel, Abuja | 2014 – 2016

- *Managed guest records and maintained accurate documentation for check-in, check-out, and reservations.*
- *Communicated directly with guests and responded professionally to information requests and service needs.*

- *Maintained accurate and confidential customer information.*
 - *Handled administrative correspondence and documentation in a timely and professional manner.*
 - *Supported daily customer service and administrative operations.*
 - *Maintained organized filing and record-keeping systems.*
 - *Assisted customers while managing multiple requests in a busy service environment.*
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EDUCATION

Bachelor of Science (B.Sc.), Computer Science
IUSEBA University, Republic of Benin | 2023

National Diploma (ND), Building Technology
Federal Polytechnic, Nassarawa | 2014

Senior Secondary School Certificate (SSCE)
Government Secondary School, Tamah, Nassarawa | 2012

PROFESSIONAL TRAINING

Python with Data Science - Early Code Institute | 2024

Manual Therapy - Wellness Health | 2022

Advanced Clinical Massage Therapy - Wellness Chiro Spa | 2018

REFERENCES

Available upon request.