IGBOKE FRANKLIN

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PROFESSIONAL SUMMARY

Results-driven Business Administration and Management professional with 5 years of progressive experience in human resources support, customer service, administrative operations, and team supervision. Proven ability to streamline recruitment, onboard employees efficiently, maintain accurate records, resolve customer issues, and support operational excellence. Holds an HND in Business Administration and Management and seeks to contribute strong organizational, communication, and process improvement skills in HR Assistant, Customer Service Executive, Admin Officer, or Operations Supervisor roles.

EDUCATION

Higher National Diploma (HND), Business Administration & Management
Ronik Polytechnic, Lagos State | 2025

PROFESSIONAL EXPERIENCE

Human Resources Support (Full-time)

Erisco Food Limited, Lagos | 2026 – June 2026

- Streamlined the recruitment process by screening 50+ resumes weekly, reducing hiring turnaround time by 15%.
- Assisted in onboarding 20+ new employees, ensuring 100% completion of compliance documents and a smooth transition into the organization.
- Improved employee engagement by coordinating 3+ team-building activities, boosting participation rates by 30%.
- Maintained accurate HR records and databases with zero data entry errors throughout the period.
- Resolved customer inquiries with a 95% satisfaction rate, consistently exceeding service-level targets.
- Handled an average of 60+ customer interactions daily while maintaining a 98% accuracy rate in transactions.
- Reduced complaint resolution time by 20% by implementing clear escalation and follow-up processes.
- Contributed to a 15% increase in customer retention by providing personalized solutions and support.

Assistant Supervisor – Plant B

Coca-Cola Nigerian Bottling Company (NBC) | February 2020 – October 2021

- Supervised and coordinated daily operations in Plant B, ensuring efficient workflow, adherence to production schedules, and high workplace standards.
- Supported staff coordination and task allocation, ensuring assigned responsibilities were completed accurately and on time.
- Demonstrated leadership and teamwork by guiding team members, resolving operational issues, and contributing to smooth production processes.
- Maintained strict attention to detail and workplace compliance, supporting overall plant performance and safety standards.
- Contributed to a collaborative work environment that improved operational consistency and team productivity.

Customer Representative

Pretty Home Store | 2018 – 2019

- Delivered high-quality customer support across phone, email, and in-person channels, consistently meeting service expectations.
- Resolved customer complaints and issues promptly, contributing to improved satisfaction and customer retention.
- Maintained accurate records of customer interactions, transactions, and feedback to support service improvement.
- Provided product and service information, troubleshooting assistance, and efficient order processing.
- Escalated complex cases to the appropriate departments and ensured timely follow-up until resolution.

- Supported the team in achieving service-level targets and contributed to overall customer experience goals.

Store Keeper

Erisco Food Limited, Lagos | April 2015 – September 2018

- Managed storekeeping operations, including stock control, inventory handling, and accurate record-keeping to support uninterrupted business operations.
- Organized and maintained optimal stock levels, improving inventory accuracy and supporting efficient day-to-day store performance.
- Ensured smooth material flow and proper documentation processes within the storekeeping department.
- Maintained high standards of organization and attention to detail in all inventory and record-keeping activities.
- Collaborated effectively with team members to ensure timely availability of materials and reliable stock records.

CORE COMPETENCIES & SKILLS

Professional Skills

- Customer Service & Relationship Management
- Team Supervision & Coordination
- Administrative & HR Support
- Recruitment Support & Onboarding
- Store & Inventory Management
- Stock Control & Record Keeping
- Problem Solving & Conflict Resolution
- Time Management & Organization

Technical Skills

- Microsoft Office Suite (Excel, Word, PowerPoint)
- Employee Database Management
- Data Entry & Reporting
- Customer Relationship Management (CRM) tools
- Payroll & Attendance Tracking (basic)
- Email & Ticketing Systems
- Workplace Safety & Compliance
- Documentation & Record Management

Additional Strengths: Strong communication & interpersonal skills • Teamwork & collaboration • Adaptability • Attention to detail • Professional and responsible work ethic • Process improvement mindset