

JOY JENNIFER ABBAH

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Summary

Highly motivated and detail-oriented Business Administration graduate with a strong foundation in strategic planning, business operations, and effective communication. Possesses high emotional intelligence, excellent relationship-building skills, and a collaborative mindset. Eager to secure an entry-level role in a dynamic organization where academic knowledge and practical skills can be applied to support organizational growth and professional development.

Education

Federal Polytechnic, Ede, Osun State, 2024

Higher National Diploma (HND)

Business Administration and Management

Skills

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- Strong interpersonal and communication skills
 - High emotional intelligence for relationship management
 - Adaptability and willingness to learn
 - Team collaboration and leadership potential
 - Problem-solving and critical thinking

Professional Experience

SALES REPRESENTATIVE

Monetium Nigeria Limited

2021 – 2022

- Developed and maintained strong client relationships to drive repeat business and customer loyalty.
- Identified customer needs and recommended suitable product solutions to enhance satisfaction.
- Achieved and exceeded sales targets through effective negotiation and closing techniques.
- Conducted market research to identify emerging business opportunities and industry trends.
- Prepared sales reports and maintained accurate customer and transaction records.
- Collaborated with team members to execute promotional campaigns and sales strategies.

CUSTOMER CARE REPRESENTATIVE

Trade Fair and Exhibition

2018 – 2019

- Served as the first point of contact for customers during trade fairs and exhibitions, providing accurate product and service information.
- Handled customer inquiries, complaints, and feedback professionally to ensure high satisfaction levels.
- Assisted in coordinating exhibition activities and managing visitor flow at event stands.
- Built positive customer relationships to enhance brand image and encourage repeat engagement.
- Supported sales and marketing teams in promoting products and capturing customer leads.

CORE COMPETENCIES

- Strategic Planning & Execution
- Business Operations Management
- Sales and Customer Relationship Management
- Effective Verbal and Written Communication
- Relationship Building & Teamwork
- Emotional Intelligence
- Market Research and Reporting

CERTIFICATION

- Jobberman Soft Skills Training 2004