

Kelechi Esther Irechukwu

Personal Assistant & Assistant HR Officer

F Lagos, Nigeria ✉ kelechiesther123@gmail.com (+234) 8164045534 [linkedin.com/in/kelechukwu-irechukwu-483083182](https://www.linkedin.com/in/kelechukwu-irechukwu-483083182)

PROFESSIONAL SUMMARY

Results-driven professional with years of experience across logistics, customer service, administrative support, and human resources. Currently serving as Personal Assistant and Assistant HR Officer in the logistics industry, with a track record of improving service delivery, supporting recruitment processes, and managing high-priority executive tasks. Certified in Customer Service, HR Management, and Virtual Assistance. Known for strong relationship management, multitasking, and driving measurable business outcomes — including contributing to a 20% revenue increase.

WORK EXPERIENCE

Personal Assistant / Assistant HR Officer

July 2024 - Present

Main Service Logistics — Lagos, Nigeria

- Coordinate executive schedules, meetings, and office operations, ensuring seamless daily workflow
- Support end-to-end recruitment processes including job posting, candidate screening, and documentation
- Manage confidential HR records, employee files, and correspondence with high accuracy and discretion
- Serve as a key point of contact for internal and external communications, resolving queries efficiently
- Prepare reports, track KPIs, and provide administrative support that improves team productivity

Customer Service Officer

September 2021 - February 2023

Okey Copper Nig Ltd. — Lagos, Nigeria

- Handled 40+ daily customer inquiries on products, orders, and after-sales support, achieving high satisfaction rates
- Built and maintained positive customer relationships, contributing to repeat business and client retention
- Supported sales team with order processing, transaction records, and daily business operations
- Identified recurring complaints and reported patterns to management, improving service processes

Customer Service / Restaurant Shift Supervisor

August 2019 - June 2021

Welcome Center Hotel — Lagos, Nigeria

- Supervised a team of 8+ staff, overseeing daily restaurant operations and shift handovers
- Handled customer complaints with professionalism and empathy, consistently maintaining guest satisfaction
- Implemented service quality improvements that contributed to a 20% increase in restaurant revenue
- Trained new staff on service standards, complaint handling, and operational procedures

EDUCATION & CERTIFICATIONS

Bachelor of Science (BSc) in Marketing

Nnamdi Azikiwe University, Awka, Nigeria · 2013 - 2016

- Marketing principles, consumer behavior, market research, and customer relationship management

Proficiency in Advanced Human Resource Management & People Development

Kuzang Global Academy · Completed May 2026

- Recruitment, employee relations, and performance management
- HR policies, workplace ethics, and organizational behavior

Certificate in Customer Service

Kuzang Global Academy · Completed May 2026

- Customer service principles, complaint handling, and conflict resolution
- Client relationship management and customer satisfaction strategies

Virtual Assistant Certificate

ALX Africa · Completed October 2024

- Virtual assistance, email & calendar management, data entry and document organization

The Complete Recruiting Masterclass - HR & Hiring

Udemy · Completed January 2024

- Talent sourcing, interviewing techniques, candidate selection, and onboarding

Data Analysis

New Horizons · Completed October 2023

- Data analysis, interpretation, Microsoft Excel, data visualization and reporting

SKILLS

Technical

Microsoft Office Suite (Word, Excel, PowerPoint), Google Docs, Zoom, Data Entry

HR & Recruitment

Talent Sourcing, Candidate Screening, Onboarding, Performance Management, HR Documentation

Customer Service

Administrative

Calendar & Schedule Management, Report Writing, Confidential Records Management

Soft Skills

Communication, Multitasking, Decision-Making, Team Coordination, Problem-Solving

Complaint Handling, Conflict Resolution, Client Relationship
Management, CRM

LANGUAGES

Igbo — Native

English — C1 Advanced (Listening, Reading, Writing, Speaking)