

ADEWEBI MIRACLE MONTUNRAYO

Ikeja, Lagos State.

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PROFESSIONAL SUMMARY

A proactive and results driven professional with a strong work ethic and the ability to manage multiple tasks efficiently in fast-paced environments. Possesses excellent communication, customer service, and interpersonal skills, with a proven ability to work effectively both independently and as part of a team. Experienced in front desk operations, administrative support, and customer relations, with a keen attention to detail and professionalism. Quick to adapt to new systems and environments, eager to contribute to organizational success, and committed to continuous professional development in customer service and business management.

EDUCATIONAL QUALIFICATIONS

Adekunle Ajasin University
B. Ed Guidance and Counseling
May 2024

CERTIFICATIONS

NATIONAL YOUTH SERVICE CORPS (NYSC)
Aug 2024 - Aug 2025

WORKING EXPERIENCE .

Tanbram Benchmark International
Customer Representative Officer
Sep 2025 - Till Date

- Attend to customers inquires through phone calls, Whatsapp, email, and in person
- Provide information about flights, hotels, visas, travel packages, and destinations.
- Help customers with flight bookings, cancellations, rescheduling, and ticket changes.
- Assist clients with visa application requirements and documentation.
- Follow up with customers about their bookings and visa applications.
- Handle customer complaints and resolve issues professionally.
- Explain travel costs, payment procedure, and agency policies.
- Maintain accurate customer records and booking information.
- Coordinate with airlines, hotels, embassies/VFS, and other travel service providers when necessary.
- Follow up after a customer's trip to ensure they are satisfied.

National Youth Service Corps (NYSC) - Sans kids Schools

Counselor

Aug 2024 - Aug 2025

- Facilitated private one-on-one counseling sessions to support students' social, emotional, and psychological development.
- Managed a secure and organized system for counseling records, ensuring total confidentiality and ethical compliance.
- Partnered with students to identify academic barriers and developed tailored strategies to help them meet their educational target.
- Collaborated with School authorities to design and implement comprehensive support framework to foster a positive and inclusive school environment.
- Counselling students on personal growth and strategies to empower them in overcoming obstacles and reach their full potential.

BUSTECH ENGINEERING, LAGOS STATE

Secretary / Front desk Officer

June 2023 - August 2024

- Welcomed visitors and clients professionally, directing them to the appropriate personnel or departments.
- Scheduled appointments and coordinated business meetings
- Managed incoming calls, emails, and physical correspondence and ensured timely and effective communication.
- Monitored office supplies and handled basic financial records.
- Maintained an organized filing system and handled essential administrative documentation for the business.

KEMIGHT VENTURES, OGUN STATE

Customer Service Representative

Feb 2021- May 2023

- Cultivated long-term, sustainable relationships with clients through proactive communication and consistent follow-up.
- Ensured high levels of customer satisfaction by responding promptly and professionally to all inquiries and concerns.
- Mediated and resolved disputes involving employees, customers, and external suppliers to maintain operational harmony.
- Conducted regular evaluations of customer service strategies and implemented improvements to boost overall client satisfaction.
- Addressed all incoming inquiries with urgency, ensuring every customer interaction resulted in a positive outcome.

SKILLS AND COMPETENCIES

- Conflict resolution
- Administrative management
- Guidance and Counseling
- Proficiency in Microsoft Office
- Business Operations
- Communication and negotiation
- Time management
- Decision making
- Analytical skill

REFERENCES : AVAILABLE ON REQUEST