

MERCY ENE EGWURUBE

CUSTOMER SERVICE | ADMINISTRATION | OPERATIONS

Ikotun, Lagos State, Nigeria | 07034750240 | mercyene682@gmail.com

PROFESSIONAL SUMMARY

Organised and detail-oriented professional with experience across customer service, administration, HR support, sales, hospitality and healthcare product sales. Skilled in customer support, office coordination, record keeping, relationship management, communication and day-to-day operational support. Known for a professional, approachable manner, strong teamwork, problem-solving ability and commitment to delivering quality service.

CORE SKILLS

• Customer Service & Customer Support • Administrative Support • Office & Operations Coordination • HR Support • Record Keeping & Documentation • Communication & Relationship Management • Sales & Lead Generation • Inventory & Supply Management • Scheduling & Logistics • Problem Solving • Teamwork • Continuous Learning

PROFESSIONAL EXPERIENCE

CIPM MCMS | *Admin* | 2025 – 2026

- Oversee daily administrative activities, office supplies, equipment and maintenance to support an effective work environment.
- Handle correspondence including mail, email and telephone communication.
- Maintain confidential files, databases and official cooperative records, including meeting minutes.
- Assist with budgets, expense processing, expenditure tracking and office account administration.
- Coordinate meetings, venue bookings, calendars and travel arrangements for staff or directors.

Zenrox Health Care | *Medical Sales Representative* | 2024 – 2025

- Promote and sell medical products including laboratory reagents, medical devices and equipment.
- Build and maintain professional relationships with doctors, laboratories, diagnostic centres, hospitals and other healthcare providers.
- Support product visibility and sales growth through customer engagement and relationship management.

Matrix Homes and Properties Ltd | *Sales Executive / Telemarketer* | 2022 – 2024

- Generate leads and engage prospective clients through sales and telemarketing activities.
- Build client relationships and support customers in identifying properties that meet their needs.
- Use knowledge of property pricing and the local market to support property sales activities and closing.

Empire Suites Makurdi | *Administrative Officer / Housekeeper* | 2015 – 2016

- Managed hotel inventory and supplies, monitored stock levels and supported timely ordering.
- Coordinated and oversaw housekeeping operations.
- Responded promptly to guest complaints and concerns to support high levels of guest satisfaction.
- Supported implementation of hotel policies and procedures and staff compliance.

CHAN Export | *Customer Service / HR Assistant* | 2013 – 2015

- Provided customer service and HR support within a business dealing in used vehicles, vehicle parts and electronic equipment.

EDUCATION & PROFESSIONAL TRAINING

- Benue State University, Makurdi — B.Sc. Sociology
- DMSI — Executive Diploma in Hospitality Management

ADDITIONAL STRENGTHS

Verbal communication • Teamwork • Continuous learning • Sales management • Relationship management • Customer support