

4 Abiodun Banire Street Treasure Estate Sangotedo, Nigeria

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CHIBUZOR MERCY OKAFOR

PROFESSIONAL SUMMARY

Highly organized and adaptable professional with experience in healthcare, team coordination, customer acquisition, and administrative support. Skilled in managing daily operations, coordinating tasks, maintaining effective communication, building professional relationships, and handling multiple priorities efficiently. Strong attention to detail, excellent organizational and interpersonal skills, and the ability to work independently while supporting teams and ensuring smooth day-to-day operations.

SKILLS & ABILITIES

Client relationship management.
Client confidentiality.
Verbal & written English proficiency.
Document verification & processing.
Microsoft Office / Google Workspace.
Understanding of international education.

EXPERIENCE

Customer Acquisition Specialist

Jan 2025- Feb 2026

Afrifounders Startup Studio | Remote

Conduct high-volume outbound cold calls and emails to prospective clients

Maintain accurate records of outreach activities and prospect interactions in our CRM

Qualify leads and identify genuine business opportunities

Medical Laboratory Scientist Intern

May 2024 – May 2025

Nigerian Navy Reference Hospital | Lagos, Nigeria

Learned common laboratory procedures and equipment by shadowing lab personnel.

Maintained detailed records of all experiments conducted in accordance with organizational policies and procedures

Medical Laboratory Scientist Intern

May 2020 – December 2020

Value Care Medical Laboratory | Lagos, Nigeria

Tested samples and determined different characteristics of each through prescribed tests.

Attended meetings, workshops, and seminars relevant to research project or area of interest.

Assistant Manager**October 2016 – December 2017**

Conio Pharmacy | Lagos, Nigeria

Managed daily operations of store to ensure efficiency and productivity.

Resolved customer complaints or issues in timely manner.

Oversaw cash handling procedures, including opening and closing registers, making bank deposits, and reconciling daily sales reports.

EDUCATION**MADONNA UNIVERSITY – AUGUST 2022 – RIVERS STATE, NIGERIA**

BSc in Medical Laboratory Science.

CRANE SCHOOL – SEPTEMBER 2016 – LAGOS STATE, NIGERIA.

High School Certificate.

CRANE SCHOOL – JULY 2010– LAGOS STATE, NIGERIA

First School Leaving Certificate.