

MERCY PRINCEWILL UCHECHI

24 Environmental Street, Environmental-FHA Lugbe, FCT Abuja

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PROFESSIONAL PROFILE

Professional customer relation personnel including. Customer service, front desk attendant, guest/customer experience support and customer feedback staff.

Experienced assistant including, personal assistant, administrative assistant, office assistant, virtual assistant and meeting/appointment scheduler

PROFESSIONAL EXPERIENCE

YellowDoor Apartment

Customer support personnel | 2024 – 2025

Key Responsibilities

- ✓ Handling Guest reviews and feedback.
- ✓ Upselling Apartments and other company services
- ✓ Oversaw minor department and ensure smooth running to enhance guest experience
- ✓ Enhanced client relationships by providing tailored solutions and effectively addressing issues as they arose.
- ✓ Maintained up-to-date knowledge of company trends, ensuring the company's customer service processes remained competitive

Kenmglobal Logistics, FCT Abuja.

Personal Assistant to the CEO | 2023

Key Responsibilities

- ✓ Booking accommodation, ground transportation, and other travel related services.
- ✓ Coordinating itineraries for business trips, conferences, or other events.
- ✓ Scheduling Meetings and appointments and ensuring calendars do not clash ✓ Managing the budget for Accommodations, ensuring costs remain within limits.

Multipurpose O.J Publishers, New Karu

Marketing Intern (Siwes)

- Conducted market research to identify customer needs and trends, contributing to enhanced brand positioning.

- Compiled weekly marketing reports, providing actionable insights from sales data and suggesting growth strategies.
- Contributed to increasing sales through targeted marketing efforts and customer outreach.

EDUCATION & CERTIFICATIONS:

- Higher National Diploma in Cyber security **2023**

Alhikma Polytechnic Karu, Nasarawa State

Certificate of Completion in Supply Chain Management Foundation 2022

Certificate of Completion in Supply Chain Management 2022

Certificate of Completion in Inventory Management and Warehousing 2023

TECHNICAL PROFICIENCY:

- **Software:** Microsoft Office Suite, Google Sheet, Google Doc, Power point.
- **Tools:** Scheduling platforms, invoicing systems, and project management software

ACHIEVEMENTS & ACCOMPLISHMENTS

- Awarded Staff of the month in my Previous Organization.

KEY STRENGTHS:

- ✓ Strong organizational and multitasking skills
- ✓ Excellent written and verbal communication
- ✓ Proactive and solution-oriented mindset
- ✓ Inventory and supply chain management
- ✓ Customer relationship management
- ✓ Ability to work independently and within a team

