

NASIRU WOZIMA T. OZOHU

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CAREER OBJECTIVE

A highly dedicated, detail-oriented, and resourceful professional with strong experience in customer service, administration, and secretarial duties. Skilled in office management, client relations, and documentation, with proven ability to adapt quickly to diverse work environments. I am seeking to contribute meaningfully to the growth and efficiency of a forward-looking organization by leveraging my technical knowledge, interpersonal skills, and organizational abilities to achieve excellence and exceed expectations.

WORK EXPERIENCE

The Lash and Glam Allure — Customer Service Representative / Front Desk Officer

Ajah, Lagos | 2021 – 2025

- Delivered excellent customer service by addressing inquiries and resolving complaints promptly both online and in person.
 - Handled bookings, appointment scheduling, and client follow-ups to ensure a seamless customer experience.
 - Assisted with social media communication and digital client engagement to improve brand visibility and customer retention.
 - Maintained a professional and welcoming reception area, upholding company standards.
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Rich and nice autos - Front Desk Officer/ Receptionist

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- Welcomed and assisted clients, ensuring a friendly and professional first impression.
 - Managed calls, appointments, and inquiries efficiently.
 - Supported daily administrative and office operations.
 - Assisted with marketing promotions and customer engagement activities.
 - Helped improve brand visibility through social media and client interactions.
 - Maintained organized records and provided timely support to management.
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Morzi Hotel and Suites — Front Desk Officer / Receptionist

Benin City | 2018 – 2021

- Managed front desk operations including check-ins, check-outs, and reservations with professionalism.
 - Provided administrative assistance and handled guest complaints with empathy and problem-solving skills.
 - Ensured proper documentation and smooth communication between departments for operational efficiency.
 - Delivered a positive first impression to clients, strengthening guest relations and repeat patronage.
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Blue Planet Real Estate — Customer Care Representative / Secretary

Lagos | 2019 – 2020

- Managed client communications including calls, emails, and correspondence with accuracy and professionalism.
 - Scheduled appointments and organized confidential documents to support smooth office operations.
 - Provided administrative support to estate agents, improving efficiency in property management and client servicing.
 - Assisted in coordinating meetings and maintaining proper filing systems.
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Barr. Yakubu Shaibu Esq Chambers — Litigation Secretary

Kogi State | 2017 – 2019

- Prepared legal documents, case files, and court filings under strict timelines and confidentiality standards.
 - Assisted lawyers in case management by maintaining organized records and ensuring accurate documentation.
 - Supported client relations, ensuring proper communication and confidentiality in sensitive legal matters.
 - Strengthened multitasking and attention to detail by handling multiple cases and deadlines simultaneously.
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EDUCATION

- Prince Abubakar Audu University, Ayangba
- B.Ed. Biology Education | 2021 – 2024

- Okengwe Comprehensive College, Idoma
Senior Secondary Certificate (WASSCE) | 2017
 - Oyiza Model Academy, Okene
First School Leaving Certificate | 2011
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CERTIFICATIONS & QUALIFICATIONS

- Bachelor of Education (Biology) – 2024
 - Senior Secondary School Certificate – 2017
 - First School Leaving Certificate – 2011
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COMPUTER & TECHNICAL SKILLS

- Proficient in Microsoft Word and Excel
 - CorelDRAW (basic design and formatting)
 - Strong knowledge of office filing systems and documentation
 - Familiarity with social media platforms and customer relationship tools
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KEY STRENGTHS & PERSONAL ATTRIBUTES

- Excellent written and verbal communication skills
 - Strong interpersonal and customer service abilities
 - High sense of responsibility and confidentiality
 - Self-motivated, disciplined, and adaptable to change
 - Effective problem-solving and multitasking skills
 - Ability to work independently and collaboratively in a team
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HOBBIES & INTERESTS

- Reading and continuous personal development
 - Traveling and exploring new environments
 - Research and professional growth
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REFEREES

Mr. Adams Ishaq
Graceworth Nig. Ltd
 08036349469

Mr. Audu Hamza
FHA Mortgage Bank, FCT Abuja
 07038661366

Miss Idehen Jasmine
The Lash Allure / Glam Allure
 08161711413