

ODIHI EMMANUEL

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PROFESSIONAL SUMMARY

Customer service & logistics professional with 4+ years' experience in client relations, inventory control, and operations support. Known for resolving customers issues quickly, streamlining logistics processes, and maintaining accurate records. Adept at coordinating between teams, meeting deadlines, and delivering service excellence under pressure.

CORE COMPETENCE

Customer Relationship Management (CRM)

Logistics & Dispatch Coordination

Inventory Management & Stock Auditing

Complaint Resolution & Service Recovery

Data Entry & Records Management

Ms Office Suite (Word, Excel, Outlook)

PROFESSIONAL EXPERIENCE

Customer Service Associate

The Limi Hospital, Abuja | March 2026 – Present

Attend to patients and visitors, providing professional and courteous customer service. Handle patient enquiries, complaints, appointments, and general information requests. Register patients and assist with accurate documentation and updating of patient records.

Liaise with clinical, billing, HMO, and other hospital departments to ensure smooth patient service.

Process and follow up on HMO requests, including diagnosis and service-code submissions for approvals.

Use hospital management software and HMO portals to support patient registration, billing, and service coordination.

Maintain confidentiality of patient information and comply with hospital policies and procedures.

Resolve customer concerns promptly while maintaining a positive and professional patient experience.

Support efficient patient flow and coordinate with relevant departments to minimize delays.

Customer Care Associate/ Logistics Assistant

Convy Enterprise, Abuja | June 2024 – February 2026

Handled 50+ customer inquiries daily with a 95% satisfaction rate.

Coordinated delivery schedules, reducing delays by 20%.

Maintained updated orders tracking and customer databases.

HR Recruiter (Remote)

Justhired Philippines | Feb 2024 - Jun 2024

Managed end - to - end recruitment, from sourcing to on-boarding.
Screened candidates and coordinated interviews to meet client's needs.
Improved time - to - hire through streamlined shortlisting.

Store keeper**Fine Coat Paint, Lagos | Jan 2018 - Aug 2018**

Managed inventory of 1,000 + items, preventing stock- outs.
Conducted stock audits, cutting discrepancies by 15%
Improved storage and retrieval efficiency by 20%

Welder**Hope Steel Construction Co., Lagos | Jan 2014 - Jan 2016**

Fabricated and assembled metal structure per specifications.
Ensured compliance with safety standards on all projects.

Computer Operator

CHS Computer Institute, Lagos | Jun 2013 - Dec 2013
Delivered accurate data entry and document formatting services.
Assisted staff and students with basic IT support.

EDUCATION**HND, Mechanical Engineering (Plant Option)**

Benue State Polytechnic, 2018 - 2021

OND, Mechanical Engineering

Benue State Polytechnic, 2016 - 2018

OND, Desktop Publishing

CHS Computer Institute | 2013

Honour Group Of Schools (Ssce)

Science | 2008 - 2013

Julie - Maris Nursery and Primary School (fslc) 2001 - 2007**CERTIFICATIONS**

NYSC Certificate of National Service - 2023

Jobberman certificate - 2023

Higher National Diploma (HND) - 2021

National Diploma (ND) - 2018

West Africa Senior School Certificate (WAEC) - 2013

First School Leaving Certificate - 2007