

# OKON COMFORT BASSEY

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## PROFESSIONAL SUMMARY

Detailed-oriented Business Education graduate with comprehensive knowledge in business administration, secretarial duties, and office operations. Combine with strong organizational, communication and record keeping skills. Proven ability to manage administrative tasks effectively and support organizational productivity in fast-paced professional environments

## EDUCATION

- National Teachers Institute Kubwa, Abuja, Nigeria. 2023  
N.C.E. Business Education

## WORK EXPERIENCE

### **Customer Care Representative| Sort Global Limited Company Kubwa, Abuja. 2024- 2026**

- Addressing client's inquiries through (phone, e-mail, and live chat), resolving complaint and providing accurate product information.
- Built strong, professional relationship with customers and fostered brand loyalty.
- Assisting the sales team in resolving complex issues and providing seamless resolution for the clients.
- Captured valuable customer feedback for service improvement.

### **Cook | MMA Restaurant Kado Estate, Abuja 2022-2023**

- Maintained strict adherence to health, hygiene and food safety regulations.
- Inspected raw and cooked food items to ensure they met the restaurant standards for freshness, taste, texture, and visual presentation.
- Washed, peeled, sliced, diced, chopped and measured vegetables, meats, fruits and seafood according to recipe specifications and portion standards
- Properly disassembled, cleaned, and reassembled kitchen appliances and tools reporting any maintenance need.

### **Sale Representative | Maingee Domenze Garki, Abuja 2019-2022**

- Provided expert suggestions on products, highlighting on new arrivals and active promotions to clients
- Assisting with balancing daily cash drawers and daily sales report.
- Actively helping customers locate specific item in the store.

### **SKILLS**

- Technical: Microsoft Office Suite.
- Soft Skills: Teamwork, Good Communication skill, Leadership.

### **HOBBIES**

Travelling, Cooking

### **LANGUAGE**

English, Calabar

### **REFERENCES**

- Available on request