

ORJI HAPPINESS OBIANUJU

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PROFESSIONAL SUMMARY

Organized and client-focused Administrative Professional with proven experience in front office operations, customer service, and executive support. Skilled at creating a welcoming first impression, managing high-volume calls and visitors, and keeping daily office functions efficient. Combines strong attention to detail from clinical and hospitality roles with discretion, fast problem-solving, and technical proficiency in MS Office and Google Workspace.

CORE COMPETENCIES

FRONT OFFICE:

Visitor Management, Call Handling & Switchboard, Calendar & Meeting Scheduling, Email & Business Correspondence

ADMIN & DATA:

Digital Filing & Records Management, Office Supplies & Inventory, Data Entry (99% Accuracy)

CUSTOMER SERVICE:

Client Relations, Conflict Resolution, Professional Phone Etiquette, Multitasking Under Pressure

TECHNICAL TOOLS:

Microsoft Office Suite, Google Workspace, POS Systems, Inventory Software

SOFT SKILLS:

Discretion and Confidentiality, Time Management, Written & Verbal Communication, Team Coordination, Adaptability

LANGUAGES:

English (Fluent), Igbo (Native), Yoruba (Native)

PROFESSIONAL EXPERIENCE

ACADEMIC STAFF SUPPORT - NYSC

2024 – 2025

Ritman University — Ikot Ekpene, Akwa Ibom State

- Served as first point of contact for office visitors, staff, and students, ensuring professional reception and prompt query resolution.
- Managed official correspondence, student records, and staff files, digitizing paper records to improve retrieval speed.
- Typed, proofread, and formatted confidential documents including memos, letters, and timetables with high accuracy.
- Provided clerical support to the Head of Department, Accounting, covering scheduling, documentation, and filing.
- Upheld strict confidentiality when handling sensitive academic and staff information.

RESTAURANT SUPERVISOR - HEAD WAITRESS

Jan 2022 – Dec 2024

Genesis Group Nigeria - Genesis Food — Lagos, Nigeria

- Supervised daily front-of-house operations for 100+ customers, ensuring seamless guest experience during peak hours.
- Handled high-volume customer inquiries and complaints with professionalism, resolving issues to maintain satisfaction.
- Trained and mentored new staff on customer service standards, POS operations, and company procedures.
- Liaised with kitchen and admin teams to ensure accurate order processing and timely service delivery.
- Monitored inventory of front-desk supplies, assisting with stock taking to minimize waste.

CLINICAL SUPPORT TECHNICIAN

2018

Winners Medical Center — Nigeria

- Acted as primary liaison for clinicians and patients, providing test status updates and clear explanations with empathy.
- Maintained high-volume data logs for all samples with a 99.9% accuracy rate over 12 months.
- Ensured data protection and confidentiality in line with healthcare compliance standards.

- Trained 3 new support staff on information systems and administrative procedures.

EDUCATION

Higher National Diploma (HND), Science Laboratory Technology	2019 – 2021
<i>Federal Polytechnic, Oko, Anambra State</i>	
National Diploma (ND), Science Laboratory Technology	2016 – 2018
<i>Federal Polytechnic, Oko, Anambra State</i>	

CERTIFICATIONS

NYSC Discharge Certificate, Human Resources Management, Health, Safety, and Environment (HSE), Virtual Assistant Certificate

Excellent Referees Available Upon Request

