

Okafor, Cynthia Ebelechukwu

Executive Assistant | Operations Support Professional

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Professional Summary

Highly organized Executive Assistant and Operations Support professional with proven experience supporting senior leadership, supervising frontline teams, coordinating administrative workflows, and driving service excellence across retail, brand representation, public sector projects, and NGO environments. I bring strong administrative control, stakeholder management, team leadership, and operational coordination skills, with a consistent track record of improving efficiency, maintaining standards, and supporting organizational goals in fast-paced settings. Adept at balancing detail-driven execution with people leadership and customer experience.

Organizational Skills

- Executive & Administrative Support: I manage executive diaries, meetings, correspondence, document preparation, and follow-ups, ensuring leaders stay organized and priorities are delivered on time.
- Operations & Workflow Coordination: I coordinate daily tasks, monitor progress, and support smooth office and operational workflows while maintaining accuracy and attention to detail.
- Team Support & Supervision: I support and guide teams in fast-paced environments, monitor task completion, assist with onboarding, and ensure standards are consistently met.
- Stakeholder & Client Engagement: I act as a professional first point of contact, managing internal and external communication with discretion, clarity, and confidence.
- Meeting, Reporting & Documentation: I prepare agendas, briefing notes, minutes, reports, and maintain structured filing systems that support compliance and decision-making.
- Retail & Customer Experience Management: I deliver high-quality customer service, resolve issues, support sales activity, oversee merchandising, and maintain brand presentation standards.
- Stock Control & Store Organization: I monitor inventory levels, identify shortages, support replenishment, and maintain organized stock and display systems.
- Brand Representation & Compliance: I represent premium brands, supervise promotional activities, ensure guideline compliance, and manage customer engagement professionally.
- Project & Programme Support: I support planning, coordination, documentation, stakeholder follow-ups, and execution of assigned project deliverables.
- Digital & Administrative Tools: I work confidently with MS Word, Excel, PowerPoint, email systems, digital filing, CRM tools, and online communication platforms.

Core Skills

- Advanced MS Office & digital literacy
- Strong organizational and multitasking ability
- Excellent written and verbal communication
- Adaptable, proactive, and detail-oriented
- Experience working under pressure and meeting deadlines
- Certified baker (creative skill supporting lifestyle and brand-focused environments)

Professional Experience

Executive Assistant | Private Organization (Confidential) July, 2024 – April, 2025

- Provided high-level administrative and operational support to senior leadership, ensuring smooth day-to-day business operations.
- Managed executive diaries, scheduling, correspondence, and documentation, improving time efficiency and task prioritization
- Coordinated internal meetings, prepared briefing notes, tracked action points, and followed up to ensure timely completion
- Acted as first point of contact for internal and external stakeholders, maintaining professionalism, discretion, and confidentiality
- Supported workflow coordination within the administrative unit, monitoring task progress and quality of delivery
- Assisted with document control, filing systems, and record management to ensure audit-ready documentation
- Contributed to operational continuity by proactively identifying gaps and supporting management with solutions

Key Skills Applied: Executive support, administration, stakeholder management, coordination, confidentiality, workflow monitoring

Retail Supervisor / Senior Sales Attendant | December, 2022 – April, 2023
City Mart Stores, Gwagwalada

- I supported store management by supervising daily floor operations and leading customer-facing teams.
- Supervised day-to-day retail operations, ensuring smooth customer flow and adherence to store standards
- Led by example in customer service delivery, resolving issues and maintaining a positive shopping experience
- Oversaw stock arrangement, visual merchandising, and product displays to support sales performance
- Monitored inventory levels, identified shortages, and supported timely replenishment
- Assisted in onboarding and training new staff on store procedures, customer engagement, and product knowledge
- Supported upselling and cross-selling activities, contributing to improved store performance

Key Skills Applied: Team supervision, retail operations, customer service, stock control, visual merchandising, training

Brand Ambassador / Promotional Supervisor | Pernod August, 2017 – March, 2023
Ricard Nigeria | Guinness Nigeria | Johnnie Walker Nigeria

- I represented premium international brands and supervised promotional activities across multiple locations.
- Delivered consistent brand representation, ensuring compliance with brand guidelines and promotional standards
- Engaged customers through product demonstrations and tailored recommendations, supporting sales objectives
- Supervised on-site promotional teams, coordinated activities, and ensured quality customer interactions
- Resolved customer concerns professionally, strengthening brand trust and loyalty
- Maintained accurate promotional records, reports, and customer engagement documentation

Key Skills Applied: Brand management, customer engagement, team supervision, sales support, reporting.

Project Associate (NYSC – Leadership Placement) |

2020

Federal Ministry of Health, Nigeria

- I supported government-led health projects during my National Youth Service.
- Assisted project leads in coordinating health initiatives and administrative project activities
- Managed project documentation, reports, and official correspondence
- Supported planning meetings, stakeholder follow-ups, and execution of assigned deliverables

Key Skills Applied: Project coordination, administration, documentation, public sector operations, teamwork

Program Intern | HOG NGO |

January, 2021 – August, 2021

- Supported Programme delivery and administrative functions within a non-profit environment.
- Assisted with programme planning, coordination, and execution of community initiatives
- Conducted research and prepared reports to support organizational objectives
- Provided administrative and event-support assistance, including documentation and logistics
- Strengthened communication, teamwork, and organizational skills

Key Skills Applied: Programme support, administration, reporting, research, coordination

Education

Bachelor of Science in Biology Education (B.Sc. Ed.)

2019

| University of Abuja, Nigeria