

ONEDIBE VICTORIA INIOLUWA

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PROFESSIONAL SUMMARY

A customer-oriented and dedicated professional with a strong track record of providing excellent service in customer relations and front desk operations. Demonstrates outstanding communication skills, administrative competence, and a proactive approach to resolving inquiries. Adept at managing client relations, reception desk duties, and administrative coordination to optimize office workflow and enhance client satisfaction.

KEY SKILLS & COMPETENCIES

- Customer Service & Client Relations
- Front Desk & Reception Management
- Excellent Verbal & Written Communication
- Active Listening & Problem Resolution
- Administrative Support & Record Keeping
- Time Management & Organization
- Telephone Etiquette & Switchboard Operations
- Conflict Resolution & Interpersonal Skills

PROFESSIONAL EXPERIENCE

Customer Service Representative

Lagos, Nigeria

Retail / Corporate Services

- Managed high-volume customer inquiries in person and via phone, resolving complaints efficiently and maintaining high client satisfaction.
- Identified customer needs and offered tailored information regarding products, services, and organizational policies.
- Maintained accurate logs of customer interactions, inquiries, and solutions to ensure consistent service delivery.
- Collaborated closely with cross-functional teams to resolve complex cases and escalate issues where necessary.

Receptionist

Lagos, Nigeria

Front Desk Operations

- Served as the primary point of contact, welcoming visitors warmly and directing them to the appropriate departments or personnel.
- Managed the front desk switchboard, screening and routing incoming phone calls efficiently while taking accurate messages.
- Organized and maintained physical and digital administrative files, office mail, deliveries, and scheduling.
- Ensured the front office and reception area remained presentable, professional, and aligned with company standards.

EDUCATION

Federal Polytechnic, Ado-Ekiti	2021 – 2023
<i>Tertiary Education</i>	
Eleyele Secondary School, Ibadan	Secondary Education
Governor Kids, Ibadan	Primary Education

GUARANTOR

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