

PHILEMON BENJAMIN

AI AUTOMATION & BUSINESS AGENT BUILDING • BUSINESS ADMINISTRATION • CUSTOMER SERVICE • OPERATIONS

09063324808 | Philemonbenjamin1405@gmail.com | Abuja, Nigeria

PROFESSIONAL PROFILE

Business Administration graduate with a Bachelor of Business Administration (Management), Second Class Honours (Lower Division), awarded by the University of Cape Coast, Ghana. Brings a broad foundation in business administration, management, customer relations, administration and organizational processes, supported by practical training in customer service, Zendesk, Microsoft Excel and Generative AI.

Professionally focused on applying Generative AI, business-process thinking and automation concepts to improve how businesses handle customer communication, repetitive workflows, information processing and day-to-day operations. Strong focus on practical AI-assisted workflows and business agents that can support teams, streamline routine tasks and improve response consistency.

Adaptable, organized and commercially minded, with a strong focus on professional communication, documentation, problem-solving, customer experience and continuous technology development.

CORE COMPETENCIES

- AI Automation & Business Workflow Design
- AI Agent & Business Assistant Concepts
- Generative AI Applications
- Customer Service & Client Support
- Customer Relationship Management
- CRM / Zendesk
- Administrative Support & Operations
- Business Process Improvement
- Data Entry & Information Organization
- Microsoft Excel — Formulas, Functions & Spreadsheet Organization
- Documentation & Record Management
- Professional Written & Verbal Communication
- Customer Acquisition & Client Engagement
- Sales & Business Development Support
- Problem Solving
- Report Preparation
- Application & Document Handling
- Attention to Detail
- Teamwork
- Time Management
- Adaptability
- Fast Learning

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION (BBA) — MANAGEMENT

University of Cape Coast (UCC), Ghana
Programme pursued at Zenith University College, Accra, Ghana
Second Class Honours (Lower Division) | Awarded: June 2019

ACADEMIC & BUSINESS FOUNDATION

- Business and organizational principles
- Management and administrative thinking
- Professional communication and interpersonal interaction
- Organizational planning and coordination
- Business problem-solving and decision-making
- Understanding of customers and business needs
- Structured documentation and information handling
- Working within established procedures and organizational goals

PHILEMON BENJAMIN

AI AUTOMATION & BUSINESS AGENT BUILDING • BUSINESS ADMINISTRATION • CUSTOMER SERVICE • OPERATIONS

09063324808 | Philemonbenjamin1405@gmail.com | Abuja, Nigeria

AI AUTOMATION & BUSINESS AGENT BUILDING

AI Automation & Business Workflow Focus

Applies Generative AI concepts to business-oriented automation, with a focus on identifying repetitive tasks, structuring workflows and using AI-assisted processes to improve efficiency, consistency and customer response.

Business Agent Building

Understands the role of AI-powered business agents and assistants in handling structured business interactions, answering routine questions, organizing information and supporting internal teams. Focused on designing agent behavior around clear business objectives, approved information and defined workflows.

Business Process Automation

Approaches automation from a business-process perspective: identify the task, define the required input, establish the decision or response logic, automate repetitive steps and maintain appropriate human oversight for exceptions and important decisions.

AI AUTOMATION CAPABILITIES

- Design AI-assisted workflows for repetitive business and administrative tasks.
- Structure business requirements into clear automation steps and logical processes.
- Develop concepts for AI agents that support customer service, internal operations and business information requests.
- Create structured prompts and instructions for consistent AI-assisted business responses.
- Map customer-service and administrative processes for opportunities to reduce repetitive manual work.
- Use Generative AI to support drafting, summarization, information organization and routine communication.
- Design human-in-the-loop processes where sensitive, unusual or high-impact cases require staff review.
- Document automation logic, inputs, outputs and expected business outcomes clearly.
- Think in terms of measurable outcomes such as response speed, consistency, workload reduction and service quality.

BUSINESS USE CASES

- Customer Support: AI-assisted first-response workflows, FAQ handling, ticket classification and escalation concepts.
- Administrative Operations: document processing, information extraction, routine correspondence and workflow coordination.
- Sales & Business Development: lead-information organization, customer enquiry support and follow-up workflow concepts.
- CRM Support: structured customer-information handling and AI-assisted support processes around CRM workflows.
- Internal Knowledge: business assistants designed to help staff locate and understand approved company information.
- Reporting: AI-assisted organization and summarization of structured business information for review.

GENERATIVE AI CERTIFICATION

Certified Diploma in Generative AI — Certified diploma demonstrating foundational knowledge and practical understanding of Generative AI concepts and applications.

TRADING & MARKET ANALYSIS

- 3+ Years Trading Experience - Deep study and practical experience in financial markets, with strong proficiency in liquidity-based setups, market structure, price action and disciplined risk management.
- FundedNext / FTM - Certified funded-trading experience with exceptional results in the funded environment.
- Live & Client Trading - Hands-on experience trading personal capital and executing trades for clients, with a strong focus on consistency, risk control and capital preservation.

PHILEMON BENJAMIN

AI AUTOMATION & BUSINESS AGENT BUILDING • BUSINESS ADMINISTRATION • CUSTOMER SERVICE • OPERATIONS

09063324808 | Philemonbenjamin1405@gmail.com | Abuja, Nigeria

TECHNICAL & DIGITAL SKILLS

- Generative AI: practical understanding of Generative AI concepts and business applications.
- AI Automation: workflow mapping, task automation concepts, AI-assisted process design and business-use-case identification.
- AI Agents: business-agent concepts, instruction design, structured responses, workflow logic and human oversight.
- Microsoft Excel: formulas, functions and spreadsheet organization.
- Zendesk: practical customer-service training and familiarity with CRM-based support workflows.
- CRM Workflows: customer-information handling, service interactions and digital support processes.
- Digital Communication: professional email handling and customer-facing written communication.
- Data & Documentation: data entry, information organization, document handling and record management.
- Business Systems: comfortable learning new CRM, business and internal systems.

RELEVANT PROFESSIONAL CAPABILITIES

AI-Enabled Business Operations

Combines business administration knowledge with Generative AI awareness to identify practical opportunities for AI-assisted work. Focuses on translating business needs into structured, understandable workflows rather than treating AI as a standalone technology.

Customer Relationship & Client Service

Able to communicate professionally with customers, listen to concerns, provide clear information and maintain a respectful service experience.

Administration & Operations

Business Administration and Management training provide a foundation for organized administrative work, coordination, documentation, information handling and support of established business procedures.

Documentation & Reporting

Microsoft Excel training supports accurate data organization, record keeping, spreadsheet work and preparation of structured information for reporting and administrative purposes.

Sales & Business Development

Management and business training provide a foundation for understanding customer needs, business objectives and relationship-building.

Technology & CRM

Practical Zendesk training demonstrates familiarity with digital customer-support environments. Comfortable learning new CRM and internal business systems.

PHILEMON BENJAMIN

AI AUTOMATION & BUSINESS AGENT BUILDING • BUSINESS ADMINISTRATION • CUSTOMER SERVICE • OPERATIONS

09063324808 | Philemonbenjamin1405@gmail.com | Abuja, Nigeria

BUSINESS VALUE & DELIVERY APPROACH

1. Understand the Business Problem

Start with the organization's objective, current process, customer need or operational bottleneck before considering automation.

2. Map the Workflow

Break the process into inputs, actions, decisions, outputs and exception points so that automation opportunities can be identified clearly.

3. Define the AI Role

Determine where Generative AI or an AI agent can assist with communication, information handling, classification, drafting, summarization or routine decision support.

4. Build for Consistency

Use clear instructions, defined business context and structured outputs to encourage reliable, repeatable AI-assisted results.

5. Keep Human Oversight

Route exceptions and important decisions to the appropriate staff member rather than assuming every process should be fully automated.

6. Improve the Process

Review workflow performance and identify opportunities to improve speed, quality, consistency and ease of use.

AI AUTOMATION & AGENT PROJECT AREAS

- Customer Support Agent: concept for an AI assistant that handles routine customer questions and routes complex matters to staff.
- Business Information Agent: concept for an internal assistant that helps staff retrieve and summarize approved business information.
- Enquiry-to-CRM Workflow: concept for organizing customer enquiries and preparing structured information for CRM handling.
- Administrative Document Workflow: concept for extracting, organizing and summarizing information from routine business documents.
- Business Communication Assistant: AI-assisted drafting and refinement of professional customer and internal communications.
- Operations Workflow Assistant: concept for coordinating recurring administrative tasks and presenting clear next actions.

PROFESSIONAL POSITIONING

AI Automation & Business Agent Builder with a business-management foundation and certified Generative AI training. Positioned to support organizations seeking practical AI adoption across customer service, administration, operations, CRM and business-support workflows.

Combines customer-centric thinking, structured documentation, business-process awareness and Generative AI knowledge to communicate effectively with both business users and technology-focused teams.

PHILEMON BENJAMIN

AI AUTOMATION & BUSINESS AGENT BUILDING • BUSINESS ADMINISTRATION • CUSTOMER SERVICE • OPERATIONS

09063324808 | Philemonbenjamin1405@gmail.com | Abuja, Nigeria

PROFESSIONAL CERTIFICATIONS

Certified Diploma in Generative AI

Certified diploma demonstrating foundational knowledge and practical understanding of Generative AI concepts and applications.

Practical Zendesk for Customer Service

Practical training covering Zendesk and customer-service workflows, supporting familiarity with CRM-based customer interactions and digital support processes.

Microsoft Excel Formulas and Functions

Training in Excel formulas and functions, supporting data organization, spreadsheet work, record management and administrative reporting.

Customer Service Skills

Training focused on professional customer interaction, communication, customer needs, service quality and effective customer support.

TARGET ROLE AREAS

- AI Automation Specialist / AI Automation Support
- AI Agent Builder / Business AI Agent Support
- Generative AI Business Support
- AI-Assisted Operations / Business Operations Support
- Customer Service Officer / Customer Support
- Customer Relationship Officer / Relationship Management Assistant
- Administrative Officer / Administrative Assistant
- Operations Assistant / Operations Support
- Business Development / Sales Support
- CRM / Customer Experience Support
- Banking or Financial-Services Support Roles
- Microfinance / Lending Support Roles
- Fintech Customer Support
- Loan Application / Documentation Support
- General Corporate / Office Support

PERSONAL STRENGTHS

- Professional and respectful communication
- Strong willingness to learn and develop new technical capabilities
- Adaptable to new systems and procedures
- Organized and detail-oriented
- Customer-focused approach
- Problem-solving mindset
- Responsible and dependable
- Comfortable working independently or as part of a team
- Committed to professional growth

- Business-minded approach to technology and automation

CAREER OBJECTIVE

To join a forward-thinking organization where I can apply my background in Management, customer service, business administration and Generative AI while contributing to AI-enabled customer experience, business automation, administration and operations. I am seeking opportunities where structured thinking, communication, documentation, problem-solving and AI-assisted process improvement can contribute to measurable organizational goals.

REFERENCES

Available upon request.