

PROMISE OKECHUKWU

FRONT DESK OFFICER | CUSTOMER SERVICE

+234 701 266 6327 | promiseokechukwu897@gmail.com | Lagos, Nigeria

PROFESSIONAL SUMMARY

Friendly and organised B.Sc. Biochemistry graduate with strong communication, customer service and interpersonal skills. Comfortable welcoming customers, responding to enquiries, assisting customers and maintaining a professional and positive attitude. A fast learner who is reliable, patient, detail-oriented and able to work effectively in a busy environment.

CORE SKILLS

- Customer service & client relations
- Telephone and message handling
- Record keeping and documentation
- Communication and interpersonal skills
- Problem-solving
- Front desk and reception support
- Enquiry handling and follow-up
- Microsoft Office & basic computer skills
- Organisation and multitasking
- Teamwork and adaptability

EXPERIENCE

Customer Service / Retail Support | Lagos, Nigeria

- Assisted customers with enquiries and product-related questions in a friendly and professional manner.
- Listened to customers' needs and provided appropriate assistance and recommendations.
- Maintained a neat, organised and welcoming customer-facing environment.
- Handled customer interactions patiently and professionally, including follow-ups where necessary.

EDUCATION

B.Sc. Biochemistry — Chukwuemeka Odumegwu Ojukwu University (COOU), 2026

ADDITIONAL INFORMATION

- Available for full-time front desk, reception and customer service roles.
- Strong willingness to learn new systems, procedures and workplace processes.
- Professional, presentable and comfortable interacting with customers and colleagues.