

ROHIMAT KEHINDE BALOGUN

Biochemistry Graduate | Customer Service | Quality Control | Virtual Assistant

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PROFESSIONAL SUMMARY

Biochemistry graduate with hands-on customer service, sales, and pharmaceutical Quality Control experience. Experienced in serving customers, handling enquiries and transactions, organizing products and records, and working in a professional laboratory environment. Detail-oriented, responsible, organized, and a quick learner seeking remote customer support, virtual assistant, administrative, or related entry-level opportunities.

EDUCATION

Kwara State University — B.Sc. Biochemistry

September 10, 2022 – August 22, 2026

WORK EXPERIENCE

Rahma Trading Store — Customer Service & Sales Assistant

February 10, 2021 – November 28, 2024

- Served customers, answered product enquiries, and provided friendly, professional assistance.
- Handled sales transactions, cash payments, and price discussions with customers.
- Recommended suitable products based on customers' needs and preferences.
- Arranged and restocked products and helped maintain an organized shop environment.
- Kept sales and stock records and assisted with monitoring inventory.
- Received and checked incoming goods from suppliers.
- Communicated with customers through WhatsApp/social media when required.

Ayo Ayodele Pharmaceutical Chemist — SIWES Student, Quality Control Department

March 5, 2025 – September 10, 2025

- Supported routine activities within the Quality Control Department of a pharmaceutical company.
- Assisted with laboratory testing and sample-handling activities.
- Prepared and recorded test results and maintained relevant documentation.
- Followed established standard operating procedures and workplace quality standards.
- Worked accurately in a professional pharmaceutical environment and collaborated with other staff.

CORE SKILLS

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| • Customer service & communication | • Sales & product assistance |
| • Cash handling & transactions | • Stock organization & inventory support |
| • Documentation & record keeping | • Attention to detail & accuracy |
| • Quality-control support | • Teamwork & collaboration |
| • Organization & time management | • Basic digital/online communication |
| • Quick learning & adaptability | • Following procedures and instructions |

CAREER INTERESTS

Remote Customer Support • Virtual Assistance • Administrative Support • Data/Documentation Support • Quality/Pharmaceutical Administrative Roles

REFERENCES

Available upon request.