

Executive Assistant/Customer & Sales Representative

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Lagos, Nigeria.

Professional Summary

A dedicated and organized Executive Assistant with strong customer service skills, offering years of experience in providing high-level administrative support to executives and delivering exceptional client service. Skilled in managing executive calendars, coordinating meetings, and handling confidential information with discretion. Proficient in addressing customer inquiries, resolving issues, and building lasting client relationships. Known for excellent communication, problem-solving, and multitasking abilities, ensuring seamless operations and enhanced customer satisfaction. Highly adaptable and proactive, capable of managing multiple priorities in fast-paced environments while maintaining a professional and welcoming demeanor.

Core/Soft Skills& Competencies

- | Excellent & clear verbal, listening & written communication skills, critical thinking, logical, innovative, problem-solving, analytical & leadership skills; versatile and vast; presentation and efficient interpersonal relationship skills.
- | Basic computer literacy skills
- | Strategic planning and scheduling skills
- | Verbal and written communication skills
- | Managing meeting rooms for office operations
- | Ordering consumables for office equipment such as printers
- | Ordering office supplies such as stationary
- | Redirecting phone calls
- | Taking messages
- | Skilled in understanding client needs and providing tailored solutions.
- | Adept at managing customer inquiries, resolving issues, and maintaining a positive client experience.
- | Meticulous in managing information, schedules, and customer details.
- | Ensures accuracy in all forms of documentation, reporting, and correspondence.
- | Builds and maintains positive relationships with clients, colleagues, and stakeholders.
- | Exhibits a professional and approachable demeanor in all interactions.

Work Experience

Online Sales Manager (Hybrid), Horbaxsmart, Lekki, Ajah, Lagos. Sept. 2025 – Till Date

- | Manage and update the online store or e-commerce platform (products, prices, discounts, availability).
- | Monitor order flow from purchase to delivery.
- | Identify top-selling products and recommend stock replenishment.
- | Resolve complaints about product delivery, quality, or order delays.
- | Ensure high customer satisfaction with quick and polite communication.
- | Coordinate with the warehouse team for packaging and stock confirmation.
- | Work with the inventory manager to ensure accurate stock levels online.
- | Prepare daily/weekly reports on sales, order volume, abandoned carts, and customer feedback.

Customer Service Representative (NYSC), Vicals Travel and Tour, Lekki, Ajah, Lagos. July 2025 – May 2026

- | Respond to customer inquiries via phone, email, WhatsApp, and social media.
- | Assist clients with travel planning based on their preferences and budget.
- | Follow up with customers proactively until their requests or issues are resolved.
- | Process bookings for flights, hotels, tours, transfers, and holiday packages.
- | Confirm availability and pricing with suppliers and partners.
- | Provide updates on flight changes, cancellations, or itinerary adjustments.

- | Build positive relationships with clients to increase repeat bookings.
- | Maintain accurate customer records and booking data.

Customer & Sales Officer, Stratford Communications Limited, Keffi, Ikoyi, Lagos. June 2024 – Oct. 2024

- | Address customer inquiries, issues, and complaints promptly and professionally.
- | Provide accurate information about products and services.
- | Handle customer feedback and ensure resolution of customer problems.
- | Identify potential clients and generate sales leads.
- | Develop and maintain relationships with new and existing clients.
- | Achieve sales targets by promoting products or services.
- | Prepare and present sales reports and forecasts.
- | Process sales orders, invoices, and follow-up on payments.
- | Update and maintain customer databases with accurate information.
- | Conduct follow-up calls or meetings to ensure customer satisfaction.
- | Maintain long-term customer relationships and loyalty.
- | Encourage repeat business by suggesting add-on products or services.

Executive & Customer Assistant, MTN Office, (Part-Time) Uselu Benin branch, Nigeria. Sept 2022–July2023

- | Assist executives with scheduling meetings, managing calendars, and coordinating appointments.
- | Prepare meeting agendas, take minutes, and follow up on action items.
- | Handle confidential information with discretion.
- | Greet customers and visitors professionally and direct them to the appropriate department or personnel.
- | Address customer inquiries, complaints, and requests in person, over the phone, or via email.
- | Provide accurate information about MTN products, services, and promotions.
- | Resolve customer issues promptly or escalate them to the appropriate team.
- | Manage office supplies, maintain office equipment, and ensure a clean and organized workspace.
- | Handle incoming and outgoing mail, emails, and other communications.
- | Maintain accurate records and databases, including customer information and executive files.
- | Assist with preparing reports, presentations, and other documents.
- | Compile and analyze data for reporting purposes.
- | Maintain up-to-date records on customer interactions, sales activities, and executive schedules.

Front Desk, Timeless Apartments & Bar, Oniru-Victoria Island, Lagos Jan 2017 – Sept 2019

- | Welcome and greet visitors warmly as they enter the office.
- | Direct visitors to the appropriate person or department.
- | Ensure all guests sign in and follow security protocols when necessary.
- | Manage the front desk phone, answering calls promptly and professionally.
- | Screen and direct calls to the appropriate staff members.
- | Take messages accurately and relay them to the relevant person.
- | Schedule appointments, meetings, and conference calls.
- | Maintain and update the office calendar for staff and executives.
- | Notify staff members of visitors and scheduled appointments.
- | Address general inquiries about the company, products, and services.
- | Provide accurate information or direct clients to the appropriate department for assistance.
- | Respond to inquiries via phone, email, or in person.

Educational Qualification

Bachelor of Arts (Hons), Linguistics and Africa Studies

University of Benin, Benin-City, Edo State, Nigeria.

National Youth Service Corps (NYSC)- Completed

Referees

Available on Request...