

AKPOMEJERO ELOHOR SOPHIA

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PROFESSIONAL SUMMARY

A proactive, customer-focused, and highly organized administrative professional with experience in administration, customer service, front desk operations, client relationship management, and office coordination. Skilled at providing exceptional customer experiences, managing administrative processes, resolving customer concerns, and supporting business operations. Possesses excellent communication, interpersonal, and organizational skills with a proven ability to multitask and work effectively. Passionate about delivering quality service while contributing to organizational growth and achieving business objectives.

WORK EXPERIENCE

Connect Eye Clinic, Victoria Island, Lagos

Front Desk/ Customer Experience Officer

December 2025 – 2026

- Schedule appointments and manage client bookings efficiently.
- Process and update customer payments and records accurately.
- Maintain an organized filing and documentation system.
- Coordinate communication between clients and internal departments.
- Gather customer feedback to improve service delivery.
- Resolve customer enquiries promptly and professionally.

Nigerian Army, Sobi Barracks, Ilorin, Kwara State

Administrative Officer (NYSC)

June 2024 – June 2025

- Provided administrative support to departmental operations.
- Maintained official records and documentation.
- Promoted discipline and compliance with organizational standards.
- Supported day-to-day office activities and correspondence.

Light World & Industry Limited, Warri, Delta State

Front Desk Officer / Administrative Assistant

2017– 2018

- Managed incoming phone calls and customer enquiries.
- Scheduled meetings and appointments.
- Organized company correspondence and records.
- Built and maintained positive client relationships.
- Coordinated daily administrative activities.

EDUCATION

Delta State University, Abraka. 2020-2024.

B.Sc. Microbiology

TRAININGS AND CERTIFICATIONS

- STCW Basic Safety Training (BST)-2022
- International Ship and Port Facilities (ISPF) Security Awareness-2022

KEY SKILLS

Administrative Support | Customer Service | Office Coordination
Front Desk Management | Record Keeping | Complaint Resolution
Communication Skills | MS Excel | Teamwork | Multitasking
Ability to Work in fast-paced environments | Organizational Skills

REFEREES

Available on request.