

SARAH BERNARD

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CUSTOMER SUPPORT

PROFESSIONAL SUMMARY

Motivated and customer-focused undergraduate Accounting student at the University of Lagos with experience as an Estate Clerk and a strong interest in customer support and administrative roles. Demonstrates strong organizational, communication, record-management, attention-to-detail, and problem-solving abilities. Comfortable handling information, responding professionally to people, maintaining accurate records, and managing responsibilities in a structured environment. Eager to bring a dependable, service-oriented approach to a Customer Support position while developing long-term professional experience.

CORE COMPETENCIES

- Customer Service & Customer Support
- Customer Relationship Management
- Active Listening
- Record Keeping & Documentation
- Attention to Detail
- Professional Communication
- Teamwork & Collaboration
- Ability to Learn Quickly
- Verbal & Written Communication
- Problem Solving
- Administrative Support
- Data Entry & Information Management
- Organization & Time Management
- Microsoft Office & Digital Tools
- Confidentiality & Professionalism

PROFESSIONAL EXPERIENCE

ESTATE CLERK | Lagos, Nigeria

Administrative & Customer/Client relation officer.

- Supported day-to-day administrative activities within an estate environment.
- Assisted with maintaining and organizing property-related records and information.
- Communicated with individuals professionally while handling routine enquiries and administrative matters.
- Maintained attention to detail when working with records, documents, and other information.
- Managed assigned responsibilities in an organized and timely manner.
- Developed practical experience in communication, customer-facing interactions, organization, and administrative support.

EDUCATION

UNIVERSITY OF LAGOS | Lagos, Nigeria

Accounting | 2024 – Present

- Undergraduate student developing knowledge of accounting, business, financial information, and organizational processes.
- Building strong analytical, numerical, organizational, and attention-to-detail skills applicable to customer support and administrative roles.

ADDITIONAL STRENGTHS

- Strong willingness to learn and adapt to new systems and processes.
- Reliable and organized approach to assigned responsibilities.
- Professional attitude when interacting with others.
- Detail-oriented when handling information and documentation.
- Able to balance academic responsibilities with professional development.

CAREER OBJECTIVE

To secure an entry-level Customer Support position where I can apply my communication, organization, problem-solving, administrative, and customer-service skills while contributing to a positive customer experience and growing within a professional organization.

REFERENCES

Available upon request.