

TOSIN MERCY JOHN

Administrative Officer

✉ johntosints361@gmail.com

☎ +2348142698564

📍 Nigeria

Professional Summary

Detail-oriented and highly organized **Administrative Officer** with over 3 years of experience in **office administration, front desk operations, records management, customer service, and administrative support**. Skilled in **data entry, filing, document preparation, correspondence management, report writing, and schedule coordination**. Proficient in **Microsoft Word, Excel, and Outlook**, with a strong ability to maintain efficient office workflows, manage confidential records, and deliver professional client service.

Core Competencies

- Administrative Support
- Office Administration
- Front Desk Operations
- Customer Service & Client Relations
- Document Preparation & Filing
- Calendar & Schedule Coordination
- Communication (Written & Verbal)
- Data Entry and Records Management
- Time Management & Multitasking
- Microsoft Word, Excel, and Outlook
- Report Preparation
- Complaint Resolution
- Email and Correspondence Management
- Vendor Coordination
- Office Equipment Operations

Professional Experience

- Office Clerk, The Polytechnic Ibadan**

 - Managed, indexed, and maintained confidential physical and digital records for over 50 staff members.
 - Performed daily data entry into internal databases with 99% accuracy to support real-time information retrieval.
 - Coordinated incoming and outgoing mail and directed over 30 daily inquiries to the appropriate departments.
 - Drafted and formatted official memos, reports, and business correspondence.
 - Provided administrative support that improved daily office workflow efficiency.
- Nov 2025 – May 2026
Ibadan, Nigeria
- Customer Service Representative, Cartway**

 - Managed communication with over 20 corporate vendors to support logistics and operational coordination.
 - Maintained customer databases and resolved complaints within a 24-hour turnaround time.
 - Worked with management to implement retention strategies that improved customer satisfaction by 15%.
 - Documented customer interactions and prepared service reports for management review.
- May 2025 – Sep 2025
Ibadan, Nigerian

Receptionist/ Front Desk Officer, Landmark Hotel

Jan 2024 – Nov 2024
Ile-Ife, Nigeria

- Handled over 40 daily phone calls and visitor inquiries in a professional manner.
- Maintained confidential records and organized filing systems for efficient document access.
- Processed guest check-ins, managed cash transactions, and prepared daily operational summaries.
- Improved front desk operations through effective communication and coordination.

Cashier/Customer Support Officer, Enu-Enu Kitchen

Jan 2021 – Aug 2021
Ile-Ife, Nigeria

- Processed customer transactions accurately and maintained daily financial records.
- Prepared daily sales and administrative reports.
- Organized documentation and supported office record-keeping processes.
- Assisted with customer service and operational coordination.

Receptionist/ Front Desk Officer, Comfort Haven Hotel

Nov 2019 – Jan 2020
Ojo Lagos, Nigeria

- Welcomed visitors and managed incoming calls professionally..
- Maintained administrative records and handled documentation tasks.
- Supported customer communication and dispute resolution.
- Assisted with payment documentation and record accuracy.

Education

B.Sc. Business Administration, Obafemi Awolowo University, Osun State, Nigeria. Feb 2024

Certifications

Customer Service Mastery: Delight Every Customer **NYSC Certificate**

- Issuer: Udemy
- Date: 2025

Technical Skills

- Microsoft Word
- Microsoft Excel
- Microsoft Outlook
- Printers, Scanners and POS System
- Data Entry & Database Management

Key Achievements

- Improved office workflow efficiency through effective administrative support
- Enhanced customer satisfaction through strong communication and problem-solving
- Maintained accurate documentation systems across multiple roles