

UCHENDU IFEYINWA VICTORIA

OPERATIONS ASSISTANT | SALES & CUSTOMER RELATIONS

Lagos, Nigeria | 09138149109 | Ifyvictoria2020@gmail.com

PROFESSIONAL SUMMARY

Marketing graduate with experience in business operations, inventory control, order processing, billing, payment reconciliation, and customer service. Skilled in maintaining accurate transaction records, tracking supplier deliveries, monitoring stock levels, and reconciling daily sales.

WORK EXPERIENCE

Operations Assistant - Joy the Joy Ltd

2022 – 2024

- Processed customer orders and prepared bills based on quantities and product prices.
- Monitored stock availability, counted inventory and updated stock balances after sales.
- Coordinated the picking and issuing of products according to customer orders.
- Recorded supplier deliveries and documented goods received.
- Maintained customer payment records, issued receipts and reconciled daily cash and bank transfers.
- Maintained accurate daily records to support inventory tracking and business operations.

EDUCATION

Higher National Diploma (HND), Marketing

Kwara State Polytechnic | 2026

Result/Statement of Result in View

Ordinary National Diploma (OND), Marketing

Kwara State Polytechnic | 2022

Upper Credit

PROFESSIONAL DEVELOPMENT

Administrative Virtual Assistant Training

3-month training in administrative support, digital productivity tools, email management, internet research, and data entry.

CORE SKILLS

- Customer relationship management
- Communication and Interpersonal skills
- Attention to Detail
- Problem-Solving
- Teamwork
- Multitasking

TECHNICAL SKILLS

- Microsoft Word, Excel and PowerPoint
- Google Workspace
- Email Management
- Internet Research
- Data Entry