



Umeh Mmesoma Jessica

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SUMMARY

Highly motivated and detail-oriented professional with over 4 years of experience in administration, HR support, executive assistance, and customer service. Skilled in organization, communication, and documentation, with proven ability to manage schedules, maintain accurate records, and support both staff and management. Experienced in recruitment coordination, employee record-keeping, and office operations, with a strong commitment to confidentiality and professionalism. Passionate about applying my skills to contribute meaningfully to organizational success while continuing to grow and develop professionally.

EXPERIENCE

April 2025
- Till date

- **HR/ Administrative Officer**
Red Star International Group
 - Streamlined employee files, HR records, and confidential documents, ensuring accuracy and compliance.
 - Directed official correspondence – emails, memos, and letters – to uphold clear, professional communication.
 - Orchestrated interviews, staff meetings, and training programs, optimizing time management and coordination.
 - Developed and compiled reports, presentations, and documentation to support HR and management decisions.
 - Maintained and verified payroll and attendance records through precise data entry and tracking.
 - Oversaw office supplies and departmental needs to guarantee seamless daily operations.
 - Delivered frontline administrative support by resolving staff inquiries and guiding them appropriately.

May 2024 -
March
2025

- **Sales Associate (NYSC INTERNSHIP)**
Signature Homes Interior Decor
 - Consulted with clients on Whatsapp and Instagram on interior design preferences and suggest appropriate décor, furniture, and accessories.
 - Updated price lists and posted product descriptions weekly using Google Sheets.
 - Coordinated delivery schedules with dispatch riders from companies such as Bolt and Uber.
 - Maintained detailed records of client preferences, contracts, and inventory using CRM tools.
 - Provided exceptional customer service, including welcoming customers, guiding them through product selections, and addressing their inquiries.
 - Exceeded sales targets consistently by proactively engaging in upselling and cross-selling techniques.

September
2021 - May
2024

- **Executive Secretary**
Sky Tech
 - Successfully planned and coordinated events, meetings, and conferences, ensuring seamless execution and exceeding stakeholder expectations.

- Spearheaded communications, monitored, and pursued critical and strategic issues to resolution.
- Implemented cost effective solutions that drove efficiency and productivity.
- Directed supplies, inventory management and procurement operations.
- Managed executive calendars, meetings, and travel arrangements.
- Drafted, proofread, and distributed memos, reports, and confidential correspondence.
- First point of contact for clients and visitors.

January
2019 -
September
2021

- **Administrative Assistant**
Sky Tech

- Coordinated travel arrangements and supported logistics for staff activities.
- Drafted and handled confidential correspondence with discretion.
- Prepared accurate expense reports and assisted with financial documentation.
- Maintained proper records and contributed to improved internal organization.
- Responded to client inquiries professionally and efficiently.
- Maintained organized records and schedules, demonstrating high attention to detail.

September
2017 -
December
2018

- **Sales Associate**
Madam White Ventures

- Successfully operated the point-of-sale system, handling customer transactions and maintaining a high level of customer satisfaction.
- Maintained accurate and up-to-date records, facilitating informed decision-making and compliance with regulatory requirements.
- Coordinated with team members to ensure seamless scheduling of company activities, resolving conflicts and ensuring timely completion of tasks.
- Pioneered a new filing system, reducing document processing time by 30%.

EDUCATION

- **Bachelor of Science in Mass Communication (Second Class Upper)**
Nnamdi Azikiwe University, Awka – Graduated 2023
- **WASSCE**
De Future Hope Secondary School, Ojo Barracks, Lagos State

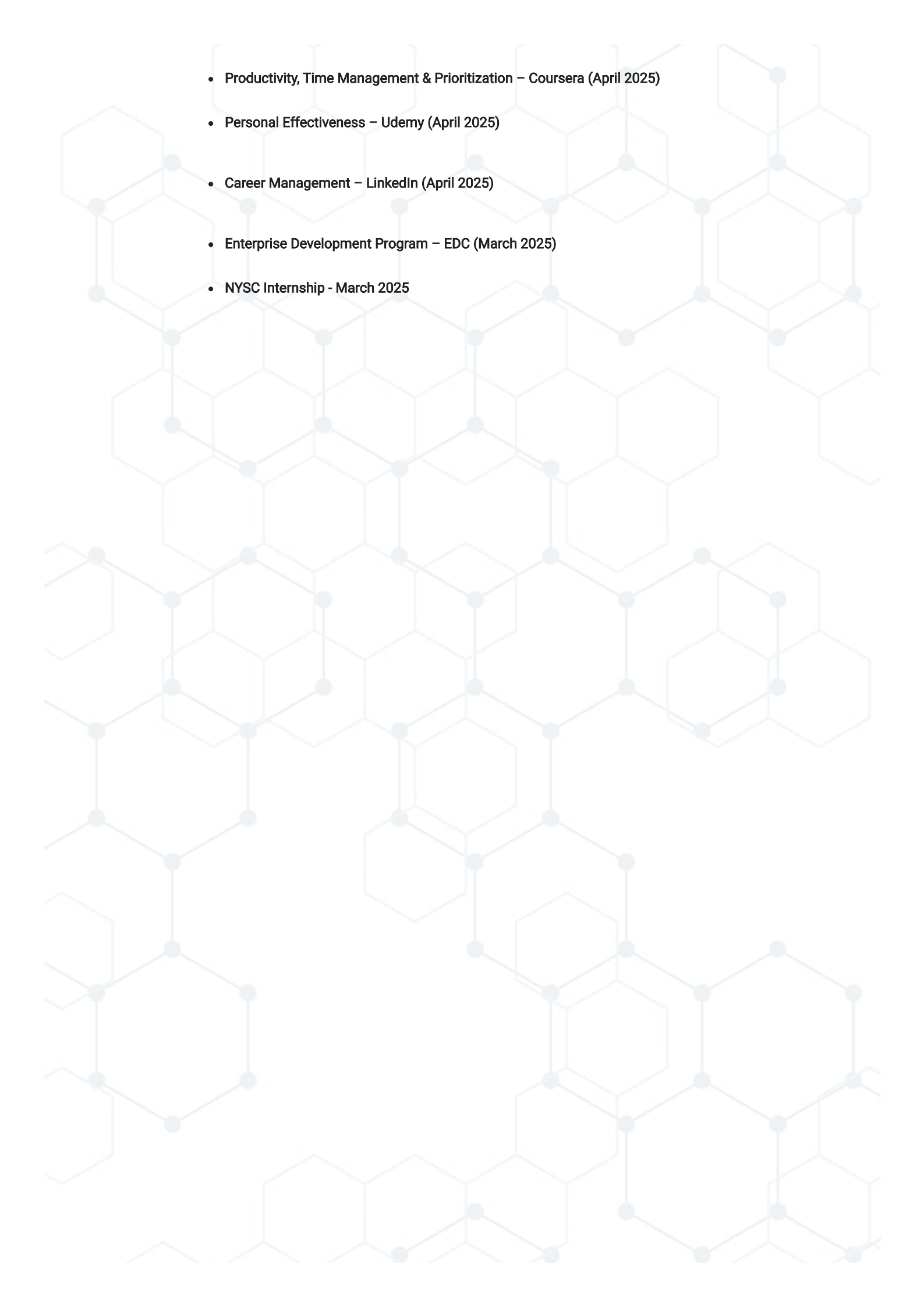
SKILLS

Customer Relationship Management
Communication and Interpersonal Skills
Financial and Numerical Literacy Problem
solving and Critical Thinking Attention to
details and Accuracy Professionalism
Public Relations Time Management Team
Work and Collaboration Confidentiality
and Data Integrity Digital Literacy (Word,
Excel, PowerPoint, Google Workspace)
Adaptability and Willingness to Learn
Proficient use of canva Social Media
Management

100%

TRAININGS/ CERTIFICATION

- **Virtual Assistant Training – March 2025**
- **FGN-ALAT SME Soft Skills Training – August 2025**

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- Productivity, Time Management & Prioritization – Coursera (April 2025)
 - Personal Effectiveness – Udemy (April 2025)
 - Career Management – LinkedIn (April 2025)
 - Enterprise Development Program – EDC (March 2025)
 - NYSC Internship - March 2025