

ZEENAT ODALI

Lagos State, Nigeria | +2348130546338 | odalizeenat@gmail.com
Customer sales Support | Administrative Assistant | Administrative Supervisor

PROFESSIONAL SUMMARY

Multitasking Customer Support Specialist and Administrative Assistant with over 6 years of experience delivering seamless support to customers. Proven track record of handling 150+ daily client interactions, achieving 91%+ CSAT scores.

Known for driving efficiency, reducing customer churn, and building strong customer relationships through proactive support and seamless admin processes.

KEY SKILLS

Administrative & Support Skills

Customer support (in-store) • Administrative Support • Customer Support (Phone, Email, Chat) • File Management • Task Scheduling •

Soft Skills

Organization & Time Management • Adaptability & Initiative • Communication & Interpersonal Skills • Critical Thinking & Problem-Solving • Team Collaboration • Confidentiality & Professionalism

Key Achievements

- Successfully handled over 150+ daily client
- Achieved **91.4% CSAT** rating within 6 weeks at Genesis Deluxe cinema
- Trained and supervised 10+ staff, improving team efficiency
- Balanced administrative duties with front-line service

PROFESSIONAL EXPERIENCE

AZARAI JEWELERS

Customer Service Representative

Lagos, Nigeria | 2025 – 2026

- documenting client feedback, resolving queries, and managing inbox tasks.
- Handled multichannel customer service (email, chat, phone) and achieved 91.4% CSAT in first 6 weeks.
- Organized and updated digital files, ensuring easy retrieval and accuracy.
- Collaborated with internal teams to prepare reports on trends and recurring customer concerns.
- Handled remote check-ins and team huddles using Zoom.

RFANTAZIA RESTUARANT AND LOUNGE

Supervisor

Warri, Delta-State | 2023 – 2025

- Handled **150+** daily customers interactions
- Managed customer account data entry and kept accurate records of payment arrangements.
- Handled the onboarding of new staffs
- Created and maintained staffs schedule

E.F AVBENAGHA & CO SOLICITORS

Secretary

Warri, Delta-State | 2021-2023

Management of schedules, appointments and court cases

Handling phone calls, emails and correspondence

Maintaining physical office files and records

Scheduling court appearance and depositions

Maintaining client confidentiality at all times

GENESIS DELUXE CINEMA

Customer Service Representative

Lagos, Nigeria | 2018 – 2021

- Provided administrative support by documenting client feedback, resolving queries, and managing inbox tasks.
- Collaborated with internal teams to prepare reports on trends and recurring customer concerns.

EVOMAS SUPERMARKET

Supervisor

Warri, Delta- State | 2017 – 2018

- Oversaw day-to-day operations, shift scheduling, and staff performance evaluations.
- Tracked expenses, managed inventory records, and compiled daily operational reports.
- Trained and supervised team members on compliance, customer service, and hygiene protocols.
- Resolved customer complaints promptly and professionally to ensure guest satisfaction.

EDUCATION

Delta State Polytechnic, Ozoro

- **HND, Business Administration – 2017**
- **OND, Business Administration – 2014**

LANGUAGES

English – Fluent | Ukwani-Fluent | Isoko – Conversational

REFERENCES

Available upon request