

ESHIET ENOMFON



CONTACT



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Abuja

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PERSONAL DETAILS

Date of Birth : 12 April 1997

Marital Status : Single

Nationality : Nigeria

Gender : Female

Place : Abuja

State of origin : Akwa ibom

LGA : Ibiono ibom

SKILLS

Proficiency with Google work space,
Microsoft office

Good with editing apps eg capcut,
canva, face app etc.

Basic knowledge on CRM tools

OBJECTIVE

Professional and customer-focused administrative professional with over 5 years of progressive experience in customer service mgt, executive assistance/Personal assistance, Secretary, and sales management. Demonstrated expertise in managing office operations, coordinating appointments, handling customer enquiries, maintaining accurate records, and delivering exceptional client experiences, Proven ability to oversee daily administrative functions, support business operations, build strong customer relationships, and drive service excellence. Proficient in Microsoft Office Suite, CRM tools with strong organizational, communication, multitasking, and interpersonal skills. Recognized for building positive customer relationships, improving administrative efficiency, and supporting business operations in fast-paced environments.

EXPERIENCE

INFOSTRAC Ltd. _Abuja

2019 - 2021

Customer service/sales representative

Job description:

- . Present report to the management on weekly basis
- . Provide information about the organization services
- . Handling and solving customer complaints in a timely and effective manner
- . Sending and receiving mails from customers
- . Scheduling appointments
- Organizing documents
- . Answering inquiries from visitors and callers
- . Keeping records of daily sales

CORE COMPETENCIES •

Administrative Support • Customer Service • Data Entry • Records Management • Filing & Documentation • Microsoft Office Suite (Word, Excel) • Email & Internet Management • Business Operations Support • Attention to Detail • Time Management • Interpersonal Skills • Multitasking Abilities Regulatory Compliance Awareness • Digital Record Management • Verbal and Written Communication

INTERESTS

Reading, writing, movies & traveling

Lawyers Microfinance Bank Ltd. _Abuja

2024 - 2025

customer service representative/Teller

Job description:

- .responding to customers calls and inquiries
- .Sending and receiving mails
- .Scanning documents
- .Opening new account
- .BVN verifications and Enrollment
- .Printing and making photocopies of documents
- .Respond to customers complaints and resolving their grievances
- .Promotes bank products and services
- . Maintaining confidentiality of customers information

Teller:

Handling cash deposit and withdrawal

Money transfers

Loan transactions

Handling cash

Balancing drawer

Ensuring compliance with bank policies

Futureforge organization (NGO) (Remote and hybrid)

2025 - 2026

Human Resources management/Acting secretary (Remote)

Job description:

- . Recruitment and selection
- . Training of employees
- . Compensation
- . Ensuring legal compliance
- . Managing employee relations
- . Support professional development

Guarantee human hair company (Remote/hybrid)

Jan 2026 - July 2026

Customer service/sales representative

Customer service:

- Managed inbound and outbound calls, emails, and inquiries as part of daily communication handling responsibilities.
- Maintained customer records and reports, providing administrative and documentation support.
- Assisted visitors and clients with inquiries, demonstrating effective visitor coordination skills.
- Handled customer inquiries, complaints, and requests, maintaining a 95% customer satisfaction rating.

Sales manager :

- Provided professional support to 30+ clients weekly for over 6months, ensuring a positive customer experience throughout the sales process.
 - Coordinated 20+ appointments monthly, for a period of 6months, ensuring efficient scheduling and timely meetings.
- Managed 100+ documents monthly for over 6 months, supporting accurate record-keeping and smooth office operations.

EDUCATION

Federal Polytechnic, Nekede, Owerri, Imo State

2021_2022

Banking and Finance /Higher National diploma (HND)

Federal Polytechnic Nekede Owerri, Imo State

2018_ 2019

Banking and Finance / National Diploma(ND)

Gorretti Girls Secondary commercial school

2008 _ 2013

Secondary school

Methodist College, ibakesi, Ikono

2013_2014

WAEC

Dargin Nursery and primary school

2003 _ 2008

First school leaving certificate

April 2024_March 2025

National youth service corps (NYSC)

REFERENCE

Available on request