

ABUBAKAR ZAINAB OMOLARA

CUSTOMER SERVICE • ADMINISTRATION • FRONT DESK

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CORE COMPETENCIES

- Customer Service & Client Support
- Reception & Front Desk Operations
- Administrative Support
- Records & Document Management
- Data Entry & Accuracy
- Appointment Scheduling
- Microsoft Office
- Desktop Publishing
- Communication & Active Listening
- Negotiation & Interpersonal Skills
- Emotional Intelligence & Empathy
- Organization & Time Management

EDUCATION

Higher National Diploma (HND), Physics

Kwara State Polytechnic, Ilorin, Kwara State
Lower Credit

National Diploma (ND), Science & Laboratory Technology

Kwara State Polytechnic, Ilorin, Kwara State
Lower Credit

SSCE / WAEC

Erinle Secondary School, Kwara State

First School Leaving Certificate

Muslim Primary School, Erinle, Kwara State

LANGUAGES

English • Yoruba

PROFESSIONAL SUMMARY

Organized and service-oriented professional with experience in **customer service, reception, teaching, administration, records management, and document processing**. Demonstrates strong communication, active listening, interpersonal, organizational, and Microsoft Office skills. Experienced in handling inquiries, maintaining accurate records, scheduling appointments, processing documentation, and supporting daily operations.

PROFESSIONAL EXPERIENCE

RECEPTIONIST

Alesh International Hotel, Lagos State

- Provided excellent customer service by responding to inquiries and assisting clients professionally.
- Managed customer records and maintained accurate documentation.
- Scheduled appointments and supported day-to-day front desk activities.
- Processed paperwork efficiently while maintaining attention to detail.
- Assisted with administrative activities and contributed to smooth daily operations.

TEACHER

Opeyemi Nursery and Primary School

- Developed lesson plans and delivered structured learning experiences.
- Managed student records, attendance, and assessment information accurately.
- Supported students through effective communication and attentive engagement.
- Assisted with administrative duties and maintained organized documentation.
- Demonstrated patience, empathy, and strong interpersonal skills when interacting with students and colleagues.

ADDITIONAL INFORMATION

Professional strengths: dependable, adaptable, organized, detail-oriented, willing to learn and committed to contributing positively to organizational goals.