

# IGWE MATILDA ONYINYECHI

Rukpokwu, Port Harcourt, Rivers State | 08132427891 | igwetilda@gmail.com

## Administrative Officer

### Relationship Building | Advisory Assistance | Customer and Communications Relations

**A Persistent Professional** with 2+ years of experience in the administration sector. Adept at overseeing customer and administrative operations, including data gathering and analysis, decision-making, relationship building, social selling, and escalating complaints. Industrious team builder forging genuine departmental collaborations while using negotiation and persuasion skills to drive operational efficiency. I am committed to ensuring unparalleled customer satisfaction and endorsing a culture of obsession with the company's goals and core values while driving profitability, and brand expansion.

### Core Competencies

- Relationship building
- Professional Development
- Communication skills
- Social selling
- Guest Services Excellence
- Operational Efficiency
- Customer Service
- Emotional intelligence

### PROFESSIONAL EXPERIENCE

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**Shell Residential Area, Port Harcourt - Aba Expy, Port Harcourt**

**August 2023 – March 2024**

#### Administrative officer

Engaged in administrative practices and implemented new systems aligned with administrative practices while working closely with upper management to review operations and look for ways to maximize internal processes. I was also involved with regulations that apply to business operations that led to positive-oriented results such as improved guest feedback, customer satisfaction, increased operational efficiency, and reduced operational costs.

#### Key Accomplishments:

- Greeting and directing over 100 visitors, answering phone inquiries, and handling complaints in a courteous, professional manner
- Ensuring office supplies are maintained, including checking inventory and working with vendors to ensure adequate levels of necessary supplies at all times
- Occasionally traveling off-site to deliver reports or files to other departments
- Ensuring the confidentiality and security of files and filing systems
- Coordinating schedules, arranging meetings, distributing memos and reports, and ensuring that the management team and staff are kept up-to-date with necessary company news and information

**Customer Service Representative**

A Team builder who processes orders and modifications and escalates complaints across several communication channels while being effective at managing customer queries and complaints

**Key Accomplishments:**

- Provided excellent customer service to over 500 customers every week, resolving inquiries and complaints quickly and efficiently.
- Developed customer service protocols, standards, and procedures to improve customer satisfaction and loyalty.
- Built relationships with customers to ensure repeat business and positive reviews.
- Assisted in training new customer service representatives to ensure consistent customer service standards.
- Escalating queries and concerns, when necessary
- Troubleshooting common issues with services
- Working with a team of CSRs and other departments to find appropriate solutions to problems

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**EDUCATION & CERTIFICATIONS**

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<b>TRCN Certificate</b> Teachers Registered Council of Nigeria	10/2022 - 04/2023
<b>B.Sc Business Education</b> Rivers State University	02/2017 - 10/2022
<b>Secondary School Certificate Examination</b> First International Academy	05/2009 - 08/2013