



SUMMARY

A detail-oriented and highly organised professional with experience in data entry, customer service, and team management. Passionate about leveraging technology and organisational skills to improve business efficiency.

Adept at problem-solving, client relations, and ensuring seamless operational processes.

EDUCATION

• **Lagos Baptist Senior Secondary School**
Senior Secondary School (2015 – 2018)

• **Lagos State Polytechnic, Ikorodu**
National Diploma in Office Technology and Management (**Distinction**) (Dec 2021 – Dec 2023)

SKILLS

Technical Skills:

- HTML & CSS (Web Design)
- JavaScript (Basic Knowledge)
- Git & GitHub (Basic Knowledge)
- Data Entry & Biometric Registration
- Microsoft Office Suite (Word, Excel, PowerPoint)

Soft Skills:

- Strong Organizational & Leadership Abilities
- Customer Service & Client Relations
- Adaptability & Continuous Learning
- Transparency & Accountability
- Ability to Accept and Apply Feedback

PROFESSIONAL EXPERIENCE

Enrollment Agent

Smatcom Africa (2019 – 2021)

- Registered and validated customer details with 99% accuracy.
- Captured biometric data for over X customers into the National Identity Database.
- Maintained strong communication links, ensuring seamless customer service.
- Assisted in troubleshooting technical issues related to the registration process.

Assistant Secretary (SIWES Intern)

Smatcom Africa (Dec 2022 – March 2023, 4 Months)

- Assisted in administrative tasks including filing, data entry, and document management.
- Coordinated communication ensuring efficient workflow.
- Supported customer inquiries and maintained a professional office environment.
- Gained practical experience in office administration and customer relations.

CERTIFICATIONS

- Soft Skills Training – Jobberman
- HTML & CSS – Great Learning
- Soft Skills & Web Design – GFA Technology (LAG-UP)
- Coding – Center for Integrated Health Program (CIHP)
- HTML & CSS – LearnKey