

# ODIA, EKI JOY

**Address:** 4 Adenuga Street, Sangotedo Ajah Lekki Epe Express Way, Lagos State

**E-mail:** odiajoy92@gmail.com

**Tel:** 08110530488, 07080088923 **Sex:** Female

## CAREER SUMMARY:

A results-orientated Administrative/ Customer service specialist with over 4years experience with Strong track record of for building productive and positive relationships with diverse customers resulting in improved customer retention and loyalty. Proven ability to manage a high-volume workload in a calm and constructive manner with a solid record of success in trouble shooting and problem resolution.

A committed team member who consistently achieves customer service goals and adds significant value to the bottom line, familiar with daily corporate environment operations and equipped to facilitate the process effectively and efficiently improve it; self-motivated, with the ability to excel in a fast-paced environment, communicate effectively at all levels, manage competing priorities, and adapt readily to new challenges

## FUNCTIONAL COMPETENCIES:

- |                             |                    |
|-----------------------------|--------------------|
| • Administrative Support    | Supply Management  |
| • Client Service Management | Employee Relations |
| • Process Improvement       | Office Management  |
| • MS Office Applications    | Customer Service   |
| • Strategic planning        | Data Entry         |

## WORK EXPERIENCE:

### ROTOXPRESS AUTOMOBILE LIMITED

2018- till date

Role: Customer Service Officer / Service Manager.

Responsibilities

- Resolve customer complaints via phone, email or social media.
- Ensured delivery of vehicles to customers on time.
- Reach out to customers via phone calls to resolve complains and also give update of pending jobs in the workshop.
- Greet walk in customers and interact with them to understand their vehicular problems.
- Prepare cost estimates of job including the services, repair cost and the cost of spare parts.
- Supervise, manage and monitor automotive service technicians and repairers.
- Ensure customer satisfaction at the highest level through effective service and repair.

### ROTOXPRESS AUTOMOBILE LIMITED

2016-2018

Role: Front Desk Officer.

Responsibilities

- Greet clients as soon as they arrive and connect them with the appropriate department.
- Answer the phone in a timely manner and direct calls to the correct offices.
- Created and managed both digital and hardcopy filing systems for all partners.
- Complete procedures when Guests arrive and leave.
- Prepare bills and take payments.
- Achieved 95% customer satisfaction score based on feedback forms.

- Handled successfully 100+ phone calls daily with no complaints during the last 2 years.

## **NIGERIA BOTTLING COMPANY (CONTRACT STAFF)**

**2014-2017**

Executive Assistance / Admin Officer.

### **Responsibilities**

- Manage office supplies stock and place orders.
- Prepare regular reports on expenses and office budgets.
- Organize a filing system for important and confidential company documents.
- Arrange travel and accommodations.
- Schedule in-house and external events.
- Provide general administrative assistance.
- Answering phones and routing calls to the correct person or taking messages.
- Accurately recording minutes from meetings

### **PERSONAL SKILLS:**

- Self-motivated and able to work on own initiative, and teamwork.
- Strong ability to impart knowledge on others
- Excellent interpersonal and communication skills
- Extremely disciplined and success motivated.
- Attentive to details and excellent negotiating skill
- Customer service oriented and a goal getter with Can-do attitude to work
- Proficient in Microsoft Applications with Good typing Speed

### **EDUCATION:**

- **Auchi Polytechnic, Auchi Edo State.** 2016 - 2018  
Higher National Diploma (HND) in Mechanical Engineering
- **Auchi Polytechnic, Auchi Edo State.** 2012-2014  
National Diploma (OND) in Mechanical Engineering
- **Government Science and Technical College, Benin City Edo State.** 2007-2010  
Senior School Certificate Examination (WAEC)  
Federal Craft Certificate (FCC)

### **HOBBIES:**

Achieving set target and goal. Working smart and effectively.  
Travelling and Meeting people

### **REFEREE:**

Available on Request

