

OGBOGU IFEYINWA CYNTHIA

| ogboscintic@gmail.com |

CAREER OBJECTIVE

Goal-Oriented professional who improves engagement and issue resolution, showcasing strong problem-solving skills and empathy towards customers. Skilled administrator with a high resolution rate for inquiries, efficiency in database management, and success in coordinating meetings and appointments. Demonstrated proficiency in maintaining accurate records, managing budgets, and optimizing productivity through exceptional services.

SOFT SKILLS AND COMPETENCIES

- ◆ **Customer-focused;** Prioritizing customers' needs, achieving high satisfaction, increased sales, improved communication and issue resolution, decreased order cancellations, and fostered customer loyalty through empathy.
- ◆ **Adaptive and agile;** Demonstrated adaptability, flexibility, agility, and continuous learning, enhancing communication, productivity, and organizational cohesion, while exemplifying excellent leadership and problem-solving capabilities.
- ◆ **Team-oriented;** Exemplified strong collaboration skills and teamwork competencies through prompt communication, database maintenance, and file organization, leading to streamlined operations and organizational cohesion, ultimately optimizing productivity and achieving resolution goals.
- ◆ **Organization;** Proficient administrative assistant with exceptional organizational skills, demonstrated by effective time management, meticulous attention to detail, and efficient resource allocation to support academic activities.

WORK EXPERIENCE

Career Advancements and Contributions (Nobel)

| Nov 2023—Present |

Global Nobel Internship

- ◆ **Completing 6+ Courses:** Currently completing over 6 courses at Nobel Learning Navigators, acquiring a diverse range of hard and soft skills, contributing to ongoing personal and professional development.
- ◆ **Collaborating on 3 International Projects:** Actively collaborating with talented international teams on 3 diverse projects, fostering cultural exchange and innovative problem-solving, resulting in tangible project outcomes and cross-cultural learning experiences.
- ◆ **Assuming New Responsibilities:** Proactively taking on new responsibilities within the internship role, such as leading small project teams or coordinating specific tasks, showcasing initiative and adaptability in evolving work environments.
- ◆ **Receiving Mentorship from 2 Experienced Professionals:** Currently receiving mentorship from 2 experienced professionals within the organization, benefiting from their guidance and support in navigating challenges and maximizing learning opportunities, leading to accelerated personal and professional growth.

Administrative Assistants/ Support

| Nov 2021— Jan 2024 |

Nwora Umunna Memorial Institute, Anambra State.

- ◆ Successfully managed correspondence, including handling incoming and outgoing emails, letters, and phone calls from students, staff, and external stakeholders, with an accuracy rate of 95%
- ◆ Efficiently scheduled and coordinated meetings, appointments, and events for faculty members and staff, ensuring timely and seamless arrangements with a success rate of 90%.

AREAS OF EXPERTISE

Scheduling and Calendaring
Customer Inquiry Handling
Document Management
Administrative Support
Emotional Intelligence
Email Correspondence
Process Improvement
Meeting Coordination
Records Management
Project Management
Task Prioritization
Problem Solving
Phone Etiquette
Communication
Confidentiality
Clerical Tasks
Organization
Adaptability
Multitasking

TECHNICAL SKILLS

Microsoft Office (Excel, Access, Word, Outlook PowerPoint, Visio) | Google Workspace (Docs, Slides, Sheets) | Slack| Discord|. CRM Softwares (Zendesk, Freshdesk, Zoho, Hubspot) Scheduling Softwares (Calendly, Acuity Scheduling, Picktime, Google Calendar)

LANGUAGE

English

- ◆ Maintained and organized important documents such as student records, faculty files, and institutional data, leading to improved record keeping processes and database accuracy of 98%.
- ◆ Assisted in managing budgets for different departments or projects within the academic institution, effectively tracking expenses, processing invoices, and preparing financial reports with a proficiency rate of 85%.

Customer Service Representative

| Jan 2017 — Aug 2021 |

Krisemo's Fashion House Nig Ltd, Importers Line, Anambra State

- ◆ Achieved a 95% customer satisfaction rating by providing exceptional customer service, including assisting customers with design selections and introducing additional designs, resulting in increased sales by 20%.
- ◆ Enhanced communication skills by making phone calls and chatting with customers, resulting in a 30% increase in customer engagement and a 25% improvement in issue resolution rate.
- ◆ Demonstrated strong problem-solving skills by resolving customer issues and finding creative solutions to meet their needs, resulting in a 25% decrease in order cancellations.
- ◆ Cultivated empathy towards customers facing challenges, resulting in customers reporting feeling valued and understood, leading to increased customer loyalty and repeat business.

EDUCATION HISTORY

BACHELOR OF EDUCATION (B.Ed.), ENGLISH AND LITERARY STUDIES

| 2012 — 2016 |

UNIVERSITY OF NIGERIA NSUKKA (UNN).

WEST AFRICAN EXAMINATION CERTIFICATE (WAEC)

| 2010 |

LICENSES AND CERTIFICATIONS

Google/ Coursera Certificate

- ❖ Technical Support Fundamentals

Customer Service Training/Linkedin Learning

- ❖ Hubspot CRM
- ❖ CustomerService: Serving Customers Through Chat and Text
- ❖ Customer Service/Problem-Solving/Troubleshooting
- ❖ Building Rapport with Customer/Client

Zendesk Customer Service Professional Training/Linkedin Learning

- ❖ Relationship Building
- ❖ Troubleshooting
- ❖ Customer service

Udemy

- ❖ Master course in Customer Relationship Management

Digital Witch Support Training

- ❖ IT Skills Training

Igbo