**IMOH**

**OBJECTIVE**

To offer a world class services in the discharge of my duties by providing a warm and promoting environment in my company. Being the first point of contact for the company, will provide administrative support across the organization by handling the flow of people through the business and ensuring that all the receptionist responsibilities are completed accurately and delivered with high quality and in a timely manner; such as Serving visitors by greeting, welcoming, and directing them appropriately; notifying company personnel of visitor arrival; maintaining security and telecommunications system, directing visitors by maintaining employee and department directories; giving instructions, maintaining security by following procedures; monitoring logbook; issuing visitor badges, maintaining telecommunication systems by following manufacturer's instructions for house phone and console operation, maintaining safe and clean reception area by complying with procedures, rules, and regulations, and maintaining continuity among work teams by documenting and communicating actions and irregularities.

**PERSONAL DETAILS**

* **Date of Birth** :11 FEB 1986
* **Nationality** : Nigerian
* **Sex** : Female
* **Marital Status** : Married
* **Languages Known** : English,

**Work Experience**

**White Cloud Media** (FCT ABUJA NIGERIA)

**Position: Receptionist**

**Responsibility:**

* Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
* Directs visitors by maintaining employee and department directories; giving instructions.
* Maintain security by following procedures; monitoring logbook; issuing visitor badges.
* Maintain telecommunication system by following manufacturer's instructions for house phone and console operation.
* Answer telephone, screen and direct calls.
* Take and relay messages.
* Provide information to callers.
* Deal with queries from the public and customers.
* Ensure knowledge of staff movements in and out of organization.
* Monitors visitor access and maintain security awareness.
* Provide general administrative and clerical support.
* Prepare correspondence and documents.
* Receive and sort mail and deliveries.
* Schedule appointments.
* Maintain appointment diary either manually or electronically.
* Organize conference and meeting room bookings.
* Co-ordinate meetings and organize catering.
* Monitor and maintain office equipment.
* Control inventory relevant to reception area.
* Tidy and maintain the reception area.

**EDUCATIONAL BACKGROUND:**

* M.ENG. Federal University of Technology Minna, Niger State, Nigeria, 2012 – 2015.
* B.ENG. Federal University of Technology Minna, Niger State, Nigeria, 2004 – 2009.
* Federal Government College Minna, Niger State, Nigeria, 1997-2004.
* NEPA Staff School Shiroro Hydro Power Station, Nigeria, 1991- 1997

 **COMPUTER SKILLS:**

* Microsoft offices

**PERSONAL SKILLS:**

* Posses a Positive Attitude over the phone or in person.
* Posses an excellent Organizational Ability.
* Possess a sound Technology Skills.
* Excellent Work Dependability.
* Posses a good listening Skills.
* A friendly and confident personality.
* Smart in appearance.
* Good spoken and written communication skills
* Posses the ability to stay calm under pressure
* Posses the ability to be polite but firm when dealing with difficult, impatient or upset people
* Posses an excellent organisational skills
* Posses basic IT skills
* Posses the ability to follow safety and security procedures, and put them into effect
* Ability to use office equipment such as switchboards, fax machines and photocopiers.

**KEY COMPETENCES**

* Excellent Verbal and written communication skills
* Professional personal presentation
* Customer service orientation
* Information management
* Organizing and planning
* Attention to detail
* Sound Initiative
* Reliability
* Stress tolerance
* Good Telephone skills

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