**EMMANUEL**

❖❖**ADMINISTRATIVE ASSISTANT**❖❖

I am an accurate, thorough, and persistent individual seeking a position as an **Administrative Assistant/ Data Entry operator**. I Offer exceptional communication, secretarial, and problem solving skills to bring a remarkable change in the overall efficiency of the office.

Qualifications include:

• Over 7 years’ varied and increasingly responsible experience in secretarial capacities  
• highly skilled in greeting customers and answering phone calls  
• Proven ability to handle multiple, competing priorities in an effective manner  
• Thorough knowledge of written English; grammar, spelling, vocabulary and punctuation

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| **SPECIAL SKILLS** | | |
| ● Customer service | ● Record maintenance | ● Transcribing dictation |
| ● Letter drafting | ● Events coordination | ● Staff training |
| ● Correspondence handling | ● Travel arrangements | ● Confidentiality |
| ● Multicultural interaction | ● Office procedures | ● Supplies management |

**TECHNICAL EXPERTISE**

Office Equipment: Fax machines, photocopiers, videoconferencing, PABX systems, and general office equipment

Computer: Spreadsheets, word processing, database management, typing speed: 60 WPM

MS Office: Word, Excel and PowerPoint

**PROFESSIONAL EXPERIENCE**

**Administrative Assistant**, **TRUEDEAL LIMITED,** Lagos, Nigeria           2/2011 to 2/2016

• Prepare, record, check over and proofread correspondence, invoices, presentations, brochures, publications, reports and relevant material  
• Record and prepare minutes of meetings  
• Organize travel schedules and book reservations  
• Determine and launch office procedures  
• Open and distribute incoming regular and electronic mail and other material and co-ordinate the flow of information internally and with other departments and organizations  
• Set up and uphold manual and automated information filing systems  
• Order workplace supplies and maintain record  
• Schedule and verify appointments and meetings of managers

Key Accomplishments

* Trained and coordinated internees which resulted a 40% rise in revenue
* Implemented a new inventory system which decreased inventory management time by 20%
* Achieved Employee of the Month Award – May 2015

**Office Clerk**, **Zodiak Freight Services**, Lagos, Nigeria                  7/2007 to 12/2010

* Answered telephone and electronic enquiries and forwarded telephone calls and messages to appropriate person
* Greeted visitors, determine nature of dealing and send visitors to correct person
* Compiled data, statistics and supplementary information to maintain research activities
* Perform clerical duties including filing and inventory
* Communicate with customers in order to provide general information
* Manage calendars and arrange appointments
* Sort and distribute incoming mail
* Operate office machinery such as copier and fax machine
* Type and proofread outgoing correspondence
* Perform additional general office duties such as assisting staff with their specific work when required

Key Accomplishments

* Reorganized administrative procedures, shortening process time by 30%
* Designed and implemented new strategies which increased sales by 25%

**EDUCATION**  
University of Ilorin – Kwara state, Nigeria, 2005  
B.Eng, Mechanical Engineering

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