

# Kingston Chidiebere James

Surulere, Ikate, Lagos State.  
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## Personal Statement

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A focused, resourceful and result-driven individual with an excellent eye for customer success, service and strategy. People-oriented Administrative Support professional with experience in office management, client relationship management and managing business activities. Has the proven ability to handle confidential information with utmost discretion. Has a demonstrated interest in Customer Service and personal assistant

## Key Skills

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- Proficiency in all areas of Microsoft Office, including Access, Excel, Word.
- Excellent communication skills, both written and verbal
- Listening skills
- Positive language
- Willingness to go extra mile
- Office Administration and Organization
- Customer Service
- Time Management

## Employment History

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### Internship ( customer service)

**Guarantee trust bank, Foreign operations**

**Victoria Island**

**Lagos**

*(2017 - 2018)*

Achievements and responsibilities:

- Presented a professional and friendly first impression of the firm to all customers and clients
- Responded and solved clients complains and issues .
- Maintained and organized the company's filling system.
- Answered incoming calls and emails.
- Typed all necessary documents and the company's correspondence as required.

**Customer service officer ,**

**Apple Store ,**

**Ikeja .**

*(2010 - 2014)*

Achievements and responsibilities:

- Directed visitors to the appropriate person and office. Receiving and distributing daily mail/deliveries.
- Provided basic and accurate information in-person and through phone/email.

- Maintained office security by following safety procedures and controlling access via the reception desk (monitoring logbook, issue visitor badges).
- Ordered front office supplies and keeping an inventory of stock.
- Arranged travel and accommodations, and preparing vouchers.
- Kept updated records of office expenses and costs.

## Education

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### **Yaba College Of Technology, Yaba Lagos State** (2017 - 2019)

HND. Business administration , upper credit  
OND. Business administration , upper credit

### **Annoited gate high school .** (20009 - 2013)

10 SSCEs, grade A-C, including Maths and English

## Hobbies & Interests

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I love solving problems creatively.  
I love doing Research about new things.  
I love coaching ,I derive joy in motivating my players to do more.  
I love cooking.

## Trainings and Certificates

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Google Digital Skills Program

## Refrees

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Available on Request