

# Owoya Sarah Agi

Human Resources Executive || Administrative Executive || Customer Service Representative

Highly self-motivated and versatile HR Executive & Customer Service Representative with expertise in recruitment, employee relations, and delivering exceptional customer experiences. Skilled in fostering positive work environments and resolving complex issues. Dedicated to achieving organisational goals and enhancing overall employee and customer satisfaction.



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📍 Lagos, Nigeria

## WORK EXPERIENCE

### Human Resources / Administrative Executive

#### Focus Group Limited

11/2021 - Present

Nigeria

##### Achievements/Tasks

- Efficiently managed administrative tasks, including document preparation, scheduling appointments, and maintaining employee records, ensuring smooth daily operations.
- Assisted in the recruitment process by screening resumes, conducting initial interviews and coordinating candidate assessments, contributing to successful talent acquisition.
- Provided comprehensive support to HR team in areas such as onboarding, handling payroll, training, and employee engagement initiatives, fostering a positive and inclusive work culture.
- Social Media - Set up marketing strategy for social media and created content for implementation.

### Customer Care Representative

#### Ace Palatable Restaurant

10/2020 - 11/2021

Nigeria

##### Achievements/Tasks

- Managed a high-volume of customer inquiries through various channels (phone, email, chat).
- Proactively identified and addressed customer needs, increasing customer retention and repeat business.
- Collaborated with cross-functional teams to improve the overall customer experience.
- Proactively engaged in up-selling and cross-selling initiatives to promote special promotions and boost sales.

### Legal Intern

#### BLC Roberts & Associates

04/2018 - 10/2018

Mauritius

##### Achievements/Tasks

- Conducting detailed legal research
- Organising, reviewing and summarising discovery documents and depositions
- Preparing & reviewing complex licensing agreements, and participating in negotiation meetings

## EDUCATION

### Law

#### Middlesex University

09/2017 - 09/2021

Mauritius

## SKILLS

Analytical and Logical Reasoning

Knowledge of substantive law and legal procedure

Time Management

Leadership Skills

Interpersonal Skills

Customer service

Written and verbal communication skills

Legal Research

Strategic & Critical Thinking

Quick Learning

Organisational skills

Persuasiveness

Microsoft Office Skills

Complaint resolution

Marketing Skills

Detail-Oriented

Teamwork

Multitasking

Building Customer Loyalty

Usage of Human Resource Management Systems

## PERSONAL PROJECTS

Volunteered at Little Saints Orphanage  
(06/2019 - 09/2019)

## ACHIEVEMENTS

Diploma in School of Law (09/2017 - 09/2021)

Sales Academy Certification (10/2021 - 11/2021)

## LANGUAGES

English

Native or Bilingual Proficiency

French

Professional Working Proficiency

## INTERESTS

Reading Novels

Solving Puzzles

Writing