**HENRYSHITAN**

**48,AraromiStreet,Palm-AvenueMushin,**

**Lagos,Nigeria.**

**TelephoneNumber:08145872689**

**Email:henryshitan1@gmail.com**

**PersonalProfile**

ATargetOrientedandHighlymotivatedpersonnelofferingaprogressivecareerinAdministration,CustomerServiceandClientRelationship.Seekinganopportunitytopursuemycareerinaprofessionalorganisation,wheremycontribution,experience,personalskillsandorganisationalabilitieswouldmakeanimmensecontributiontoorganisationaldevelopment.

**ProfessionalCertificationandTraining**

**NigerianInstituteofManagement(Chartered) 2008**

**ABTechComputerInstitute 2008**

* DiplomainComputer

**Education**

**ThePolytechnic,Ile-Ife,(OsunState,Nigeria) 2003**

* ONDBusinessAdministration&Management

**ThePolytechnic,Ibadan,(OyoState,Nigeria) 2007**

* HNDBusinessAdministration&Management

**WorkHistory**

**AMA–ZUMASERVICESLIMITED(LAGOSNIGERIA)**

**AdministrativeOfficer(2021TilDate)**

KeyResponsibilities;

* Monitoringofofficesuppliesandorderingreplacements.
* Responsibleforofficefacilitymanagement.
* Managementofofficevehicles.
* Maintainingrecordsandfiles.
* Liasewithgovernmentagencies,Lastma,police,phcnandfrsc.
* Monitoringtheoperationsofsiteengineers.
* GeneralAdminfunctionsandactivitiesintheoffice.

**CALMGLOBALTECHNOLOGIESLIMITED(LAGOSNIGERIA)**

**CustomerServiceOfficer(2020)**

KeyResponsibilities;

* Respondpromptlytocustomerinquiries.
* Handlecustomercomplaints,provideappropriatesolutionsandalternativeswithinthetimelimits.
* Ensurecustomersatisfactionandprovideprofessionalcustomersupport.
* Informcustomersofexistingandnewdevelopmentinthecompany’sproducts,priceandpolicy.
* Communicatewithcustomersthroughvariouschannels.
* Keepingcustomersupdatedonthelatestproducts.

**SPAR/PARKNSHOP(LAGOS,NIGERIA)**

**ClientRelationshipOfficer(2010-2020)**

KeyResponsibilities;

* Responsibleforprovidingproductinformationtowalk-incustomers
* Responsibleforresolvingproductproblemsandbenchmarking
* Ensurethatproductsfromtheworkshopmeetsrequiredspecification
* Conductproductandrefresherstrainingforothercustomerservicepersonnel
* RecommendproducttrendtoManagementbasedoncustomerneedsanalysis
* Maintainscustomerrecordsbyupdatingaccountinformation.
* Communicatingwithcustomerbytelephone,E-mailandfacetoface.
* Investigationofidentifiedcustomers’complaintwhichmaybecomplexandlongstanding.

**SHEDELLGLOBALINTEGRATEDNIGERIALIMITED(LAGOS,NIGERIA)**

**AdministrativeOfficer(2009)**

KeyResponsibilities;

Managementofofficeequipmentandsupplies

Maintainedandupdatedcompany’sdatabase

Preparationofinterimdepartmentalbudget

Preparationofreportsandpresentationswithstatisticaldataasassigned

Scheduledin-houseandexternalevents

Responsibleforpoolfleetandlogistics

**GOVERNMENTDAYSECONDARYSCHOOL(NYSC)**

**Lapai,NigerState,Nigeria(2008)**

KeyResponsibilities;

* DevelopmentofLessonnotesandweeklyclassschedule
* Monitoredstudents’performance
* OneonOnestudentfeedback

**Skills&Competencies**

* Strongdecisionmakingandproblemsolvingskills
* Oralandwrittencommunicationsskills
* Execellentinterpersonalandrelationshipbuildingskills.
* Exceptionalcustomerserviceskills
* Detailedorientedandabletotakeownershipofassignedtask
* Dependableandaccountable
* Execellentorganizationandcommunicationskills
* Proficiencyintheuseofmicrosoftsuites(Word,Excel,PowerPoint)

**Interests**

* Traveling,listeningtomusicandmeetingnewpeople

**Refrences**

* OnRequest