



• Contact

 Lekki, Lagos, 101223

 08155027276

 oyiimals@gmail.com



Oyiyechi Imala

Administrative Officer/customer
Service Executive

• Skills

Complaint management



Time management



Administrative support



Reception expertise



Word processing



Team Building



Oral and written
communications



MS office proficiency



Due diligence



• Languages

Talented Administrator/customer service representative, highly effective at motivating teams and streamlining operations. Analytical problem solver and persuasive communicator with a talent for thinking outside the box for creative solutions.

• Work History

2020-08 -
2021-02

Front Desk Officer

Freedom Imala Associates, Lekki, Lagos

- Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.
- Greeted visitors and customers upon arrival, offered assistance and answered questions to build rapport and retention.

2020-01 -
2020-07

Educational Assistant

Le Poshe School, Ikoyi, Lagos

- Supported student learning objectives through personalized and small group assistance.
- Recorded grades for coursework and tests in online reporting system.
- Partnered with teacher to plan and implement lessons following school's curriculum, goals, objectives and philosophies.

2019-09 -
2019-12

Legal Administrative Assistant

Iyanu Firm, New York, United States

- Maintained organized office and case-specific paper and digital files for easy tracking and retrieval.
- Created and submitted weekly legal summary to managers, covering current cases, records

English

Excellent

requests and collections statuses.

Prepared drafts of forms, letters and agreements for legal staff use.

French

Good

• Education

2015-08 -
2019-06

Bsc Honours: International Law And Diplomacy

Babcock University - Ogun State

Graduated with 4.19/5 GPA

• Certifications

2019-05

Fraud audit

2020-11

Customer service representative

2020-10

ICLR French

• Interests

- Learning new things
- Reading