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1. Team Leadership & Development

- Build, manage, and develop a cross-functional administrative team comprised of 8 personnel.
- Provide coaching, mentorship, and regular performance evaluations to enhance skill development and foster an inclusive, high-performing work culture.

2. Communication & Relationship Management

- Communicate effectively with diverse clients, colleagues, and external partners, building rapport and long-term professional relationships.
- Achieved 98% client satisfaction through consistent follow-up, personalized support, and proactive problem-solving.

3. Process Improvement & Efficiency

- Identified and implemented workflow improvements to enhance operational effectiveness and streamline daily processes.
- Improved team productivity and reduced work hours by 20%, resulting in faster task completion and increased output quality.

Professional Experience

January 2025 - July 2025	Customer and Sales Representative	<i>Dreamport (OOJO), Amsterdam, Netherlands</i>
	<ul style="list-style-type: none">● Managed inbound and outbound customer inquiries through phone, email, and chat, achieving a satisfaction rate of over 90%● Utilized persuasive selling techniques to meet and exceed monthly sales targets by 20%● Provided product knowledge and guidance to customers, resulting in increased upsell opportunities● Resolved customer issues and complaints promptly, maintaining a positive relationship with clients● Collaborated with cross-functional teams to drive sales strategies and promotions, resulting in a 15% increase in overall revenue	
November 2024 - January 2025	Social Media Manager	<i>SHFL (whatsonshuffle), Lagos, Nigeria</i>
	<ul style="list-style-type: none">● Managed social media accounts, including content creation, scheduling, and monitoring for a diverse audience● Developed and executed comprehensive social media strategies to increase brand awareness and engagement across various platforms● Analyzed social media performance metrics and insights to optimize campaigns and drive results● Cultivated partnerships with influencers and collaborated on sponsored content to expand reach and drive growth● Stayed current on social media trends and best practices to drive innovation and leverage emerging platforms for brand visibility	
April 2024 - September 2024	Data Quality Analyst	<i>Beacon Power Services, Lagos, Nigeria</i>
	<ul style="list-style-type: none">● Developed and implemented data quality standards, policies, and procedures to ensure accurate and reliable data● Conducted in-depth data analysis to identify and address inconsistencies, errors, and discrepancies within systems and databases	

- Collaborated with cross-functional teams to resolve complex data quality issues and improve overall data management processes
- Utilized data quality tools and software to monitor, cleanse, and maintain data integrity on a regular basis
- Provided comprehensive reports and recommendations to management on data quality improvements and initiatives

Education

October 2024 - September 2028 **B.Sc in Marine Sciences**
University Of Lagos, *Lagos, Nigeria*

Key Skills

Supervisory Skills	<div></div>	Contract Negotiation	<div></div>
Business-to-Business (B2B)	<div></div>	Computer literacy (Microsoft Office, Power Point, Microsoft Excel)	<div></div>
Customer service and interpersonal skills	<div></div>		

Certifications

February 2025 **Independent Travel Manager Certification** **Dreamport(OOJO)**
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