

# CHIAMAKA NANCY GERALD

## Administrative Assistant

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### Professional Summary:

Dynamic and detail-oriented professional with a robust background in customer service, research and organizational proficiency. Demonstrated expertise in managing administrative tasks, coordinating appointments, and delivering exceptional support to colleagues and clients. Eager to leverage skill in the role of Administrative Assistant, comfortable working remotely and adapting to changing deadlines.

### Core Skills and Services:

- Administrative Skills: Email and Calendar Management, Data Analysis and Reporting
- Soft Skills: Customer Service, Attention to Details, Prioritization, Willingness to Learn
- Technical Skills: MS Office Suite, Google Workspace, and Trello
- Data Entry and File Management
- Travel Booking and Scheduling Appointments
- Correspondence Drafting and Proofreading

### Work Experience:

#### Data Science Trainee

ALX Africa

May 2023 – Present

- Used data analysis and visualization tools to identify problems in datasets and present findings to drive insights and support decision making.
- Collaboration with teammates to ideate, brainstorm, test, map, and build MVPs for potential solutions to grand challenges.

#### Academic Research Analyst

Imo State University (Freelance), Remote

December 2021 – Present

- Utilized Excel and SPSS software for thorough data cleaning, analysis, and visualization in academic research projects, consistently delivering precise insights and high-quality outputs within tight deadlines.
- Accelerated academic research projects by completing data analysis and visualization tasks 15% ahead of industry norms.

#### Front Desk Receptionist

Tatiana Hotel and Suites, Lagos, Nigeria

May 2022 - August 2023

- Ensured exceptional guest satisfaction by managing check-ins, inquiries, and reservations, receiving commendable feedback.
- Demonstrated adept multitasking abilities to maintain professionalism during peak hours, efficiently handling high traffic.
- Resolved guest concerns tactfully while strictly adhering to hotel policies, fostering positive guest experiences.

## **Internship**

Tatiana Hotel and Suites, Lagos, Nigeria

May 2019 - November 2019

- Rotated through various departments including Storekeeping, Auditing, Front Desk Operations, and Restaurant, assuming responsibilities of key roles during their absence.

## **Pharmacy Assistant**

Bluegate Pharmacy, Lagos, Nigeria

September 2011 – March 2014

- Dispensed prescriptions accurately, provided patient education, and ensured adherence to medication guidelines.
- Managed inventory, restocked medications, and maintained pharmacy organization, reducing stock outs and minimizing wastage.
- Provided friendly and knowledgeable assistance to customers, addressing inquiries, and maintaining a clean and organized pharmacy environment.

## **Education:**

Bachelor's Degree in Nutrition and Dietetics - Imo State University

## **Certification:**

- Career Essentials in Administrative Assistance - Microsoft and LinkedIn
- Professional Diploma of Virtual Assistant – MTF Institute

## **Volunteer Experience:**

- Certified First Aider - Nigerian Red Cross Society
- HealthCare Assistant - Golden Cross Hospital, Festac Town, Lagos
- Community Nutritionist – The Orphans Empowerment Society