

EDET SANDRA

6 Kent Street, Calabar
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PROFESSIONAL PROFILE

Detail-oriented and customer-focused administrative professional with experience in office administration, front desk operations, customer service, sales promotion, hospitality management, and healthcare reception. Skilled in handling patient and customer inquiries, office administration, record keeping, cash transactions, appointment scheduling, and team coordination. Demonstrates strong organizational abilities, professionalism, and the capacity to work effectively in fast-paced environments while maintaining excellent service standards.

CORE SKILLS

- Front Desk & Office Administration
- Customer Relationship Management
- Appointment & Reservation Management
- Patient Registration & Records Management
- Cash Handling & POS Operations
- Report Preparation & Documentation
- Inventory & Stock Monitoring
- Complaint Resolution
- Team Coordination & Supervision
- Communication & Interpersonal Skills
- Time Management & Multitasking
- Microsoft Office Suite
- Confidential Document Handling
- Leadership & Teamwork
- Problem Solving
- Adaptability
- Attention to Detail

EDUCATION

University of Calabar – B.Sc. Sociology (2016 – 2023)
ATU Secondary School – WASSCE (2009 – 2014)
Basic Drill School – First School Leaving Certificate (2001 – 2009)

WORK EXPERIENCE**Front Desk Officer – Flourish Eye Care Hospital, Mararaba, Abuja (2025 – Present)**

- Welcomed and attended to patients, visitors, and clients professionally.
- Registered new patients and updated patient records accurately.
- Scheduled, confirmed, and managed patient appointments.
- Handled incoming phone calls, emails, and inquiries promptly.
- Directed patients to appropriate departments and healthcare personnel.
- Maintained confidential patient information in compliance with hospital policies.
- Processed payments and issued receipts where required.
- Managed front desk documentation, filing, and record-keeping systems.
- Assisted with patient check-in and check-out procedures.
- Coordinated communication between patients, doctors, and other hospital staff.
- Resolved patient concerns and escalated issues when necessary.
- Ensured the reception area remained organized, professional, and welcoming at all times.

Manager – Bobino Delicacies (2024 – 2025)

- Managed daily restaurant and customer service operations efficiently.
- Supervised staff activities and coordinated workflow.
- Managed reservations and guest inquiries professionally.
- Maintained service quality standards and customer satisfaction.

- Assisted with inventory monitoring and stock control.
- Prepared operational reports and handled administrative duties.

Cashier – De Choice Supermarket, Calabar (2023 – 2024)

- Processed customer payments accurately using POS systems.
- Managed daily cash balancing and sales reporting.
- Assisted customers with purchases and inquiries.
- Maintained accurate transaction records.
- Supported stock monitoring and restocking.

Administrative Assistant – Virtuous College (2021 – 2023)

- Prepared reports, presentations, and official documents.
- Managed confidential files and records professionally.
- Attended to parents, visitors, and guests courteously.
- Assisted with scheduling and internal communication.
- Supported administrative and office operations.

Sales Promoter – Data Stream Telecommunications (2017)

- Promoted products and increased customer engagement.
- Maintained relationships with new and returning customers.
- Contributed to sales growth and brand awareness.
- Assisted customers with product information and inquiries.

REFERENCES

Mr. Orok Effiom – 08064499693

Mrs. Immaculate Okon – 07067021101