**Nusaiba Lawal.**

**CONTACT**

* Address: Mainasara Street, Suleja, Niger State, Nigeria.
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**OBJECTIVES**

* Seeking a role to leverage my communication skills, problem-solving abilities and strong commitment to customer satisfaction
* Aiming to provide exceptional services, build strong customer relationships and exceed performance targets.
* Seeking opportunities to optimize efficiency and support clients remotely.
* To utilize my language translation skills and contribute effectively to a dynamic team.

**EDUCATION**

* Presidency Staff School: Primary School Certification: [Year of Completion: 2005].
* Yaro College Suleja: West African Examination Counsil: [Year of Completion: 2011.]
* Ahmadu Bello University, Zaria: [Bsc. Human physiology, Year of Graduation: 2016].
* National Youth Service Corps [2018].

**WORK EXPERIENCE**

**Freelancing**

Translator at Voxcroft Analytics

Dates of Employment: From June 2023 to September 2023.

* Translate written materials from English to Hausa.
* Ensure accuracy and cultural relevance in translations.
* Assessment of quality of translation.
* Collaborate with a team of translators to meet project deadlines.
* Completing assignments at stipulated format and time.
* Keeping records of hours worked and income received.

**Hirebasis Company**

Customer Service Representative

* Managing email accounts, organize inbox.
* Customer relations and Communications.
* Identify and assess customer's needs to achieve satisfaction.
* Keep records of customer interactions, process customer accounts and file documents.
* Address customers problem.

**We Work Remotely**

Virtual Assistant

* Scheduling Appointments.
* Making phone calls.
* Making travel arrangements.
* Upheld strict timetables by maintaining accurate balanced calenders.
* Administrative support.

**Tens Company**

Virtual Assistant

* Create presentations as assigned.
* Organize manager's calendar.
* Manage contact list.
* Schedule meetings.
* Book travel and accomodations.
* Perform market research.
* Address employees administrative queries.

**Fasthire Services**

Customer Care

* Provide valid, accurate and complete information by using the right methods.
* Answe questions.
* Process orders, forms, and applications.
* Address problems that customers have.
* Addressing customer concerns.
* Ensuring customer needs are communicated to the company.
* Ensuring services are completed with quality and timelines.

**SKILLS**

* Proficient in English and Hausa
* Strong written and verbal communication skills
* Translation skills from English to Hausa and vice versa
* Contributing to smooth and Productive operations
* Attention to details
* Organisation
* Monitoring
* Warmth
* Dedication
* Time management
* Collaboration
* Patience
* Supportive
* Customer relationship management.

**REFERENCES**

* Dr. Haruna M. Garba - "Social Development Suleja Local Government "Director +2348035974541.
* Alhaji Yusuf Isah - "Babura Local Government " District Head+2348037880302.