Rosemary Ooja Andrew

Customer Service & Operations Specialist | Administrative Support

Professional Summary

Detail-oriented and adaptable professional with a strong foundation in administrative operations, client relations, financial handling, and educational management. Proven track record in maintaining organizational precision, facilitating positive communication, and managing cash transactions with high accuracy. Possesses excellent interpersonal skills and a commitment to operational compliance, process optimization, and exceptional service delivery.

Core Competencies & Key Skills

- **Operations & Administration:** Process Compliance | Organizational Precision | Record Management | Workflow Coordination
- **Financial & Cash Management:** Point-of-Sale (POS) Operations | Cash Handling | Daily Balancing | Transaction Accuracy
- **Customer & Student Engagement:** Interpersonal Relations | Active Listening | Conflict Resolution | Public Communication
- **Key Attributes:** Emotional Intelligence | Adaptability | Attention to Detail | Team Collaboration

Professional Experience

Cashier

Owadegwu Venture

- Managed daily cash transactions, POS payments, and register balancing with precision and accuracy.
- Provided friendly, efficient service at customer touchpoints, resolving basic inquiries and enhancing client satisfaction.
- Maintained exact financial logging and documentation to support backend accounting workflows.

Class Teacher

Supreme International Academy

- Designed and executed engaging lesson plans, maintaining high educational and discipline standards in the classroom.
- Managed classroom records, student attendance, and progress assessments with meticulous attention to detail.

- Facilitated clear, supportive communication with parents and administrators regarding student development.

Education & Credentials

- **Bachelor of Science (B.Sc.)** — Federal University of Agriculture, Makurdi, Benue State (*2015 – 2019*)
- **Nigeria Certificate in Education (NCE)** — College of Education, Oju, Benue State (*2007 – 2010*)
- **Senior Secondary School Certificate (SSCE)** — Adoyi Memorial College, Otukpo, Benue State (*2001 – 2006*)
- **First School Leaving Certificate (FSLC)** — Norcross Primary School, Otukpo, Benue State (*1996 – 2000*)

Personal Information

- **State of Origin:** Benue State (Ohimini L.G.A)
- **Languages:** English
- **Hobbies:** Sports, Cooking, Traveling

Reference

Available on Request.