

Customer Service Representative

PROFESSIONAL SUMMARY

Customer-focused Customer Service Representative experienced in handling enquiries, resolving concerns, and building positive customer relationships. Skilled in communicating clearly across phone, email, and chat while remaining patient, professional, and empathetic. Proficient in CRM systems, Google Workspace, and Microsoft Office for maintaining accurate records, tracking interactions, and following up effectively. Reliable, proactive, and solution-oriented, committed to delivering efficient, satisfying customer experiences. Adept at prioritising tasks, managing challenging situations, and supporting team goals while consistently maintaining high service standards and customer satisfaction.

BeepMagnet International Group, Anambra State

2022 – 2025

- Improved customer satisfaction by responding promptly to enquiries, resolving concerns, and providing clear and helpful solutions.
- Increased customer retention by building strong relationships and maintaining consistent follow-up with customers.
- Reduced unresolved customer issues by accurately documenting interactions in CRM systems and escalating complex cases to the appropriate teams.
- Managed multiple customer enquiries across phone, email, and chat while maintaining professionalism, accuracy, and a positive customer experience.

Divine Bees Nigeria LTD, Anambra State

2018 – 2022

- Promoted company products and services to prospective customers while building strong client relationships.
- Identified customer needs and recommended suitable products, contributing to increased sales opportunities.
- Followed up with leads and existing customers to encourage repeat business.
- Maintained accurate sales records and prepared reports for management.

Braithwaite Memorial Hospital, Rivers State

2017 – 2018

- Assisted with the use and troubleshooting of medical equipment, including infant incubators, oxygen concentrators, ventilators, and hemodialysis machines.
- Maintained attention to detail when handling technical responsibilities to support daily operations.

FEDERAL UNIVERSITY OF TECHNOLOGY OWERRI

2012 – 2016

Biomedical Technology

ANGLICAN GIRL'S SSC, ONITSHA

2001 – 2008

Certificate Examination

TECHNICAL SKILLS

- Effective Communication
- Active Listening
- Empathy
- Complaint Resolution
- Time Management
- CRM Management
- Problem-Solving
- Product & Service Knowledge

- Google Workspace
- Microsoft Office
- CRMs: HubSpot, Zendesk, and Intercom
- Slack

LANGUAGE

- Customer Relationship Management
- Google Technical Support Fundamentals

- English (Fluent)
- Igbo (Fluent)