

CHIOMA-JUDE ADAOBI NATHASIA

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♦ Address: Lagos State, Nigeria.

PROFESSIONAL SUMMARY

Dedicated and result-oriented professional with strong time management and communication skills, seeking a challenging role in the field of customer service to utilize my expertise in providing exceptional support and enhancing customer satisfaction.

CORE COMPETENCIES

- Client account management
- Sales and Marketing
- Social media management
- Customer Relationship Management
- Excellent communication
- Time management skill
- Analytical and creative thinking
- MS and Excel skill
- Problem solving skill

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE MANAGER RUBELS AND ANGELS

August 2025 – Till date
Lagos State, Nigeria

- Drove Google rating up to 4.2 and growing through improved service, delivery and review management.
- Improved customer retention rate to 85% by implementing follow up and personalized service strategies.
- Raised reservation rate to 67% through pro-active booking initiatives and customer engagement.
- Manage and resolved customer complains effectively with a focus on service recovery and guest satisfaction.
- Introduced decoration packages for special occasions, leading to a significant increase in event bookings.
- Collaborated with the Board of Directors to propose and pass a cottage fee policy, now generating ₦500,000+ monthly in additional revenue.
- Lead daily pre-shift briefings and team training to align staff on service standards, targets, guest experience goals.
- Supervise all online ordering channels including Chowdeck and direct orders to ensure accuracy, discretion and prompt delivery.

- Partner closely with the branch manager to achieve sales target and ensure smooth day to day operations.
- Through the collective effort of my team and I, we have consistently met and exceeded monthly sales target while maintaining outstanding reviews for customers service experience.

CUSTOMER SERVICE OFFICER
MOTOMEDIA

January 2023 – July 2025
Lagos State, Nigeria

- Collaborated closely with clients to understand their advertising and marketing needs, translating them into effective advertising campaigns.
- Conducted market research and analysis to identify industry trends and provide insights to clients for informed decision making.
- Acted as a liaison between clients and internal creative teams, ensuring the timely execution of advertising projects.
- Monitored campaign performance, analyzed data, and prepared comprehensive reports to demonstrate campaign effectiveness to clients.
- I effectively communicate and nurture client relationships through emails, calls, and in-person meetings, ensuring the seamless management of accounts. This also resulted to repeat business and client satisfaction.
- I successfully resolved a longstanding debt issue between my company and ShopRite, facilitating the receipt of overdue payments. This experience significantly broadened my expertise in B2B transactions and deepened my understanding of various sales software applications.
- Furthermore, when the account officer was on annual leave the company entrusted me to assume the role. Over the course of three weeks, I gained valuable insights into the accounting department's operations, including hands on experience using Sage for invoicing and daily expense balancing with the General manager of finance. This cross-functional experience not only demonstrate my adaptability but also enhanced my proficiency in financial management and the utilization of software particularly Sage for invoicing and daily expense reconciliation.

March 2022- December 2023

FOUANI Subsidiary of LG and Hisense

Lagos State, Nigeria

- Implemented strategic account management techniques, fostering strong relationships with key clients. This relational foundation, coupled with my keen understanding of product offerings, resulted in a substantial increase in PO.
- The noteworthy accomplishment of elevating the PO from 20% to 65% underscores my commitment to driving tangible results and creating positive impact for the company. This experience reflects my Proficiency in sales, strategic planning and relation management, qualities that I bring to any professional endeavor.
- Collaborated with the Manager and Merchandiser's to develop engaging, promotional outdoor campaigns tailored to attract more customers to new and existing products.
- Managed various client account including Blenco, Market square, Globus, Jendol, Prime mart, Just Rite, Prestige etc .

CUSTOMER SERVICE PROVIDER

HOT FM Owerri

November 2021- March 2023

Imo state, Nigeria

- Successfully managed a high volume of incoming calls and emails from listener, addressing inquires, request and concerns promptly and professionally.
- Acted as a liaison between listeners and the station, resolving complaints and issues with empathy, ensuring a high level of customer satisfaction.
- Collaborated with the program hosting team to gather listener's feedback, contributing to improvement of radio content and shows.
- Maintained accurate records of listener's interaction and feedback for reporting and analysis purposes.

EDUCATION**Certification in Customer Service Excellence**
Alison**2024****B.Sc. English and Literary Studies**
University of Calabar, Calabar.**2016 - 2021**
Cross River State, Nigeria**Senior Secondary School Certificate**
Living Word Academy, Nkwerre**2010 - 2015**
Imo State, Nigeria**HOBBIES**

Reading documentaries, watching movies, Traveling, Photography & Interacting with

people

REFERENCES

Available Upon Request