

ORAH-CYRIL GERALDINE CHINWENDU

CUSTOMER SERVICE REPRESENTATIVE / CUSTOMER SUPPORT / DATA & ADMINISTRATIVE SUPPORT

Port Harcourt, Rivers State, Nigeria

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PROFESSIONAL SUMMARY

Experienced and customer-focused Customer Service Representative with over 6 years of hands-on experience providing professional customer support within the MTN franchise environment. Proven ability to handle customer enquiries, resolve complaints, provide accurate information, process service requests, address customer concerns, and maintain positive customer relationships.

Strong communicator with excellent listening, problem-solving, interpersonal, and organisational skills. Also experienced in data entry, administrative support, information management, and research data support, with proficiency in Microsoft Office and Google Sheets. Reliable, patient, adaptable, and able to work independently while maintaining accuracy and professionalism.

Seeking to bring my extensive customer service experience and strong digital and administrative skills to a Remote Customer Service Representative position.

CORE COMPETENCIES

- Customer Service & Customer Support
- Customer Enquiry Complaint Handling
- Problem solving & Issue Resolution
- Customer Relationship Management
- Verbal & Written Communication
- Active Listening & Empathy
- Data Entry & Record Management
- Administrative Support
- Time Management & Multitasking
- Teamwork & Professionalism

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Betawa Company (MTN Franchise), Aba, Abia State

November 2019 – March 2026

- Provided professional, responsive, and customer-focused service to customers, ensuring enquiries and concerns were handled efficiently.
- Attended to customer enquiries regarding products, services, accounts, subscriptions, and other service-related issues.
- Identified customer needs and provided clear, accurate, and appropriate information and solutions.
- Handled customer complaints professionally, demonstrating patience, empathy, and effective problem-solving skills.
- Assisted customers with service requests and guided them through the appropriate processes and procedures.
- Investigated customer concerns and resolved issues within the scope of responsibility, escalating complex matters when necessary.
- Maintained positive customer relationships through effective communication and consistent service delivery.
- Followed up on customer concerns where necessary to ensure satisfactory resolution.
- Maintained accurate customer information and records in accordance with established procedures.
- Communicated clearly with customers from different backgrounds while maintaining professionalism and courtesy.
- Managed multiple customer interactions and responsibilities while maintaining accuracy and attention to detail.
- Worked effectively within a team to achieve service objectives while also demonstrating the ability to work independently.
- Maintained professionalism when dealing with difficult or dissatisfied customers and remained calm under pressure.
- Demonstrated reliability, accountability, strong work ethic, and commitment to customer satisfaction throughout the role.

DATA ENTRY & ADMINISTRATIVE SUPPORT

Private Medical Research Support — Port Harcourt Teaching Hospital, Port Harcourt, Rivers State

2026 – Present

- Accurately enter, organise, update, and maintain data and records.
- Assist with data collection, organisation, and basic research support.
- Maintain accurate records and ensure information is properly documented and accessible.
- Use spreadsheets and digital tools to manage and organise information efficiently.
- Review data and records for missing or inconsistent information.
- Provide administrative support to the doctor in managing research-related documentation and information.
- Handle information with discretion, professionalism, and appropriate confidentiality.
- Communicate professionally when clarifying information and following up on assigned tasks.
- Manage multiple responsibilities while maintaining accuracy and meeting deadlines.

EDUCATION

Bachelor of Science (B.Sc.) — Anatomy

Madonna University

Graduated: 2015

TECHNICAL SKILLS

Microsoft Office Suite

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint

Google Workspace

- Google Sheets
- Google Docs

Other Digital Skills

- Data Entry & Data Management
- Internet Research
- Email Management
- Digital Communication
- Online Collaboration
- Electronic Record Management

PROFESSIONAL STRENGTHS

- Excellent verbal and written communication
- Customer-focused and service-oriented
- Strong listening and interpersonal skills
- Patient and professional when handling difficult situations
- Strong problem-solving ability
- Excellent attention to detail
- Highly organised and dependable
- Ability to work under pressure
- Ability to multitask and prioritise responsibilities
- Adaptable and quick to learn new systems
- Able to work independently and as part of a team
- Strong work ethic and sense of responsibility

CERTIFICATIONS & PROFESSIONAL TRAINING

• MTN Customer Service Training/Certificate

MTN Nigeria / November 2019

• Accelerated Jobberman Soft Skills Training Certificate

Jobberman | July 22, 2022

REFERENCES

Available upon request