

CURRICULUM VITAE

Name: Chigozie Chioma Chelsea

Date of Birth: October 15, 2000

Age: 25

Address: 15 Silver Street, Olodi Apapa, Lagos, Nigeria

Phone Number: 08024072558

Email: uruakpachioma2@gmail.com

Professional Summary

A confident, passionate, and customer-focused professional with hands-on experience in customer service, cashier operations, and front desk administration across the healthcare, beauty, and retail sectors. Known for a warm personality, excellent communication skills, and strong dedication to customer satisfaction, I create positive experiences for clients while maintaining professionalism and efficiency in every task. My academic background in Economics has enhanced my organizational and analytical abilities, allowing me to work effectively in both customer-facing and administrative roles.

Core Skills

- Customer Service & Client Relations
- Cash Handling & POS Transactions
- Front Desk & Reception Management
- Complaint Resolution & Problem Solving
- Sales, Cross-Selling & Product Promotion
- Telephone & Online Communication
- Teamwork, Coordination & Multitasking
- Office Support & Record Management
- Professional Grooming & Interpersonal Skills
- Time Management & Attention to Detail

Work Experience

Cashier / Receptionist / Customer Service Representative – Odera Hospital

Lagos, Nigeria | January 2025 – Present

- Serve as the first point of contact for patients and visitors, providing a friendly and professional reception experience.
- Manage daily cash transactions, issue receipts, and maintain accurate account balancing.
- Schedule patient appointments, maintain files, and respond to inquiries efficiently.
- Communicate between patients and healthcare staff to ensure smooth service delivery.
- Handle complaints with empathy, understanding, and prompt follow-up.
- Keep the reception area organized and presentable at all times.

Sales Assistant – JK Pharmacy

Lagos, Nigeria | June 2020 – December 2022

- Assisted customers in locating products and provided helpful information on use and benefits.
- Processed purchases accurately and maintained proper stock documentation.
- Promoted pharmaceutical and beauty products to improve sales and customer experience.
- Ensured inventory accuracy by checking product availability and expiry dates.
- Supported team members in achieving daily targets and maintaining store standards.

Customer Service Representative – Celeb Beauty

Lagos, Nigeria | January 2019 – June 2020

- Provided warm customer service and personalized beauty consultations.
- Managed client appointments, inquiries, and follow-ups with professionalism.
- Promoted new beauty products and services to increase client engagement and revenue.
- Handled complaints calmly, resolving them to ensure customer satisfaction.
- Maintained a neat and inviting environment for all clients.

NYSC (National Youth Service Corps) – Ajeromi Ifelodun Junior High School

Lagos, Nigeria | October 2023 – October 2024

- Assisted teachers in classroom organization and lesson delivery.
- Managed attendance records and administrative files.
- Encouraged discipline, cooperation, and effective communication among students.
- Supported school programs and ensured smooth academic operations.

Education

Imo State University, Owerri

Bachelor of Science (B.Sc.) in Economics

Graduated: November 2021

Personal Attributes

- Friendly, approachable, and professional
- Strong communication and listening skills
- Honest, organized, and detail-oriented
- Emotionally intelligent and adaptable
- Passionate about customer satisfaction and teamwork

Languages

- English (Fluent)
- Igbo (Fluent)

Hobbies and Interests

- Fashion and beauty styling
- Skincare and customer engagement
- Reading and personal development
- Managing thrift fashion business (Budget Slay with Chelsea)
- Building confidence and positive image through appearance and communication

References

Available on request.