

CHINONYELUM NWOBI

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Professional Summary

Compassionate Customer Service and Sales Agent with 3+ years of experience providing phone, chat, WhatsApp, and CRM-based support in remote and fast-paced environments. Skilled at building rapport, resolving customer concerns with empathy, documenting interactions accurately, and maintaining professionalism during high-volume customer interactions. Recognized for strong communication, active listening, and delivering dependable, customer-focused service.

Core Skills & Competencies

- **Customer Support:** Phone, Email, Live Chat, Ticket Management, Customer Retention
- **CRM & Documentation:** Logical CRM, Lead Management, Customer Records
- **Sales & Customer Success:** Active listening and rapport building, Cross-selling, upselling, Follow-up
- **Operations:** Dispatch Coordination, Order Processing, Logistics Coordination, Scheduling
- **Administration:** Data Entry, Calendar Management, Document Management, Report Preparation
- **Digital Tools:** Microsoft Office, Google Workspace, Zoom

Professional Experience

Customer Service Agent/Sales Agent (Calls & Chat)

24 Hours Group (Safer Road Rescue) – Texas, USA (Remote)

September 2025 – June 2026

- Handle 80+ inbound and outbound calls daily assisting customers with roadside emergencies across the US and Canada.
- Dispatch and coordinate with 30+ drivers to improve response times and service efficiency.
- Qualified leads to book service and reached daily target of 7 leads converted per shift and later 15 jobs dispatched per shift
- Provide real-time customer updates and maintain high satisfaction during high-stress situations, while maintaining accurate and efficient CRM documentation
- Resolve customer concerns while collaborating with remote teams for seamless service.

Sales Agent

Bioharb Global Limited – Abuja

January 2025 – September 2025

- Delivered exceptional customer support via phone calls and WhatsApp, handling 40 newly assigned leads daily while resolving inquiries, complaints, and product-related concerns efficiently.
- Made outbound calls to identify customer needs, recommending suitable products, scheduled appointments and consistently achieved sales and upselling targets

- Built long-term customer relationships by conducting regular follow-up calls to check on customers' wellbeing, monitor medication adherence, and address any concerns promptly.
- Utilized the company's proprietary CRM system to maintain accurate customer records, document interactions, and track lead progress.
- Coordinated with logistics and warehouse teams to oversee order processing, shipment tracking, customer follow-ups, and timely deliveries, ensuring a seamless customer experience.

Sales Representative

Silver Gate Pharmacy - 2024

- Assisted customers in selecting appropriate healthcare and pharmaceutical products by assessing their needs and providing accurate product recommendations.
- Increased sales through consultative selling, cross-selling complementary products, and promoting relevant offers to meet customer needs.
- Built strong customer relationships by delivering exceptional service, resolving inquiries and complaints promptly, and encouraging repeat business.
- Processed customer transactions accurately, maintained sales records, and supported inventory management to ensure product availability and efficient store operations.

Secretary / Personal Assistant

MSME Business School - 2023

- Managed executive calendars, appointments, meetings, and travel arrangements, ensuring efficient scheduling and seamless coordination of daily administrative activities.
- Prepared, edited, and distributed professional correspondence, reports, presentations, and meeting minutes while maintaining a high level of accuracy and confidentiality.
- Maintained organized filing systems, databases, and confidential records, ensuring accurate documentation and quick retrieval of information.
- Served as the first point of contact for phone calls, emails, and visitors, handling inquiries professionally while providing comprehensive administrative support and coordinating meetings and training sessions.

Education

Bachelor of Science in Psychology

Imo State University (2024)

O'level(SSCE)

Jethrone Eagles Academy (2018)

Languages

English (Native/Fluent)

Open to remote and hybrid opportunities globally...