

ADAEZE VICTORIA ONYEMELUKWE

Customer Service Representative

adaeze4victoria@gmail.com
Nigeria| Open to Remote/ On-site roles

Professional Summary

Customer-focused Customer Service Representative with 2+ years of experience handling high-volume customer inquiries, resolving issues, maintaining accurate records, and delivering empathetic support across telecoms, hospitality, healthcare, and retail environments. Proven ability to multitask, communicate policy and service information clearly, and collaborate with team members to ensure timely follow-ups. Detail-oriented, dependable, and motivated to grow within a results-driven insurance agency.

Core Competence

- Customer Service & Client Support
- Policy Information & Customer Education
- Customer Inquiry Resolution
- Claims Support & Follow-Up
- CRM & Record Management
- Data Entry & Documentation Accuracy
- Phone, Email & Chat Support
- Multitasking & Time Management
- Cross-Functional Collaboration
- Empathy & Active Listening

Professional Experience

Customer Service & Operations Manager

Nov 2024 - Present

PlushHomesApartment | Abuja

- Served as the primary point of contact for guests, responding to inquiries, complaints, and service requests via phone, chat, and in-person communication.
- Resolved customer issues promptly, maintaining a 95% guest satisfaction rate and contributing to repeat bookings and referrals.

- Maintained accurate guest records, service logs, and reports to support operational decision-making.
- Coordinated with cleaning and maintenance teams to resolve service-related concerns efficiently.
- Prepared monthly performance and customer experience reports, identifying trends and recommending improvements.

Key Achievement:

- Improved customer engagement and booking inquiries through clear communication and proactive follow-up

Front Desk & Customer Support Intern (Medical Facility)
Inec Clinic | Abuja (Part-Time)

Mar 2024 – Jan 2025

- Handled front desk operations, answering phone and in-person inquiries while providing accurate service information to patients.
- Maintained and updated 600+ client records with a 97% accuracy rate, ensuring confidentiality and compliance.
- Assisted with appointment scheduling, follow-ups, and issue resolution for 30+ clients weekly.
- Documented interactions and prepared operational reports to support service efficiency reviews.

Key Achievement:

- Recognized for professionalism, empathy, and attention to detail in client-facing interactions.

Administrative/Virtual Assistant

Sling Resources Telecommunication Limited | Port-Harcourt

Oct 2022 – Nov 2023

- Produced and distributed visual and written content to promote the organization's brand and activities
- Responded to customer inquiries regarding SIM cards, recharge cards, and service issues via phone, email, and chat.
- Assisted customers with service updates and issue resolution, ensuring clear explanations and timely support.

- Maintained accurate records of transactions, inventory, and customer interactions.
- Collaborated with team members to escalate and resolve complex customer concerns.

Customer Service Representative

May 2020 – Sep 2022

Ify Stores | Port-Harcourt

- Delivered personalized product recommendations, enhancing customer satisfaction and increasing return visits.
- Resolved inquiries on orders, deliveries, and product issues with professionalism and speed.
- Handled high-volume cash transactions and maintained 98% end-of-day accuracy in reports.
- Built strong customer relationships that led to improved loyalty and referrals.

Education

B.Sc. Microbiology

University of Port Harcourt, Rivers State

Feb 2016 – Oct 2023

Logos Girls International Secondary School.

Sep 2009 - Jul 2015

Key Skills

- Social Media Management: TikTok, Instagram.
- Administrative Support: Office Administration & Coordination, Appointment Scheduling
- Calendar Management, Multitasking & Time management, Organization
- Office Productivity: Document Management, Filing, Report Preparation.
- Data Management: Data Entry & Record Management.
- Customer Service: Problem - Solving, Communication, Front Desk and Client Relations.
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Google Workspace (Docs, Sheets, Calendar)
- Canva Design

Certificates

American Work Culture.

June 2025

Remoting.Work

AICE Career Essentials Virtual Assistance Skills

Sep 2024

Aice Africa

AI Augmented Professional Development Skills in the Digital Age

July 2024

Aice Africa