

ENYI CHIDINMA DAVID

No. 9 Abu Balogun street, Badore, Ajah, Rockstone Estate. Lagos State

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PROFESSIONAL SUMMARY: Result-Driven HR, Customer Service, and sales professional with over 3 years experience in clients relations, business operations, and target-driven sales. Certified in HRM, experienced in CRM with a background in Fashion Design and Business Management. Proven ability to build customers loyalty, manage teams and exceed sales targets. Skilled Communicator with strong interpersonal skills and a passion for nurturing growth in organizations.

PERSONAL DATA:

Gender: Female

Nationality: Nigerian

State of Origin/LGA: Umunaga, Uburu, Ohoazara, L.G.A, Ebonyi State.

ACADEMIC QUALIFICATION:

*BA, Linguistics and Communication Studies University of Port-Harcourt, 2023, Second Class Honors (Upper Division).

*Emmanuel College of Commerce, 2013, Senior WAEC.

PROFESSIONAL TRAINING AND CERTIFICATION:

Certificate: Human Resource Management (HRM)

Awarding body: International Institute of Project and Safety Management

Year: 2026

Certificate: Customer Care Representative (CRM)

Awarding Body: International Institute of Project and Safety Management

Year: 2026

WORK EXPERIENCES AND ACCOMPLISHMENTS:

Organization: Nurture Prime Home Care & Staffing Solutions

Positions: Outreach and Administrative Assistant

Job Description:

- Support the Company's outreach, administrative and business-development, including content creation and managed social media pages.
- Visiting organisations to introduce the Company's services, deliver approved profiles, proposals and introductory letters.
- Scheduling appointments and following up enquiries, gathered information and provided accurate feedback.

- Conducted online research, identified relevant contacts and opportunities.
- Prepared reports and maintained records, assisted with correspondence and documentation and provided general administrative support.

Organization:BnB Clothiers,Ekiti State.

Date:2025 August-July 2026|NYSC.

Positions:Fashion House Manager and Stylist

Job Description:

- Managed end to end Sales Process,generating an average of #500,000 monthly revenue through clients follow-ups and relationships building.
- Handled Customer Service for 50+ Clients monthly with 95% Satisfaction rate and repeat business.
- Support HR Functions:Onboarding of interns,monitoring students progress and quality control for productive teams.
- Liaising closely with sales, buying and production teams to ensure the item complements other products.
- Created content and managed social media,increasing brand visibility and customer inquiries by 40%.
- Maintain relationships with existing customer base through office visits,check-up calls,Social Media or follow-up emails.
- Negotiated with suppliers and maintained positive vendor relationships to ensure timely delivery.

Organization:Silver Prime Hotels

Date:February 2024-June2025

Positions:Receptionist

- Welcomed and assisted guests in a professional and friendly manner.
- Answered,screened and directed incoming phone calls and enquiries.
- Managed appointments,schedules and meeting arrangements.
- Received and responded to emails,messages and general enquiries promptly.
- Maintained accurate records,files and administrative documents.
- Handled incoming and outgoing correspondence and deliveries.
- Provided accurate information about services,procedures and appointments.
- Assisted with general administrative and office support duties.
- Maintained a clean,organized and welcoming reception area.
- Managed confidential information with discretion and professionalism.
- Liaised with staff,clients and external contacts to ensure effective communication.
- Supported daily office operations and provided excellent customer service.

Organization: Perpetual Taste Catering Limited,Port-Harcourt

Date: August 2015-September 2017

Position:Cashier and Customer Care Representative

Job Description:

- Respond to customer inquiries via phone,email,chat,or in person.
- Resolve customer issues and complaints in a professional and timely manner.
- Provide accurate information about products,services and company policies. • Process orders,returns,refunds,or account updates as needed.

KEY SKILLS:

- **HR & ADMIN:**Recruitment,Onboarding,Employee Relations,HR Policy,Payroll Support,Training.
- **CUSTOMER SERVICE:**Complaint Resolution,Client Retention,Relationship Management,Communication.
- **SALES:**Lead Generation,Closing,Target Achievement,Upselling,Negotiation,CRM.

TECHNICAL SKILLS:

- Google Workspace: Google Sheets, Docs.
- Microsoft Office: Word, Excel, PowerPoint.
- Data Management: Spreadsheets, data cleaning, report preparation.
- Communication:Email, Virtual meetings, Minute taking.

OTHERS:Fashion Design,Content Creation,Team coordination,problem solving.

MEMBERSHIP OF PROFESSIONAL BODIES:

- Associate, International Institute of Project Management (AIIPM)
MEMBERSHIP NUMBER---IIPSM20628
- Guest,Toastmasters Club.

SPECIAL ACHIEVEMENTS:

- Certificate of Service,Hilltop International Christian Center
- Positive Recognition and Award from National Youth Service Corp (NYSC)
- Received excellent appraisals and recommendations.

LEADERSHIP EXPERIENCES:

- Ministry Team Pastor,Hilltop Campus Fellowship,University of Port Harcourt
2021-2022
- Assistant Project Chairperson, Legal Aide CDs Group,Ado-Ekiti
2026
- Manager,BnB Clothiers Ado-Ekiti 2026

CORE VALUES:

- Result Oriented
- Creativity
- Excellent communication
- Reliability

- Valuable

HOBBIES:

- Sewing, Reading, Traveling , Beading, Journaling, Games, Movies, Music.

REFEREES :Available on Request