

EBERECHI MARIS EZEUKWU

Lagos, Nigeria • 07067025212 • eberechimaris1999@gmail.com

PROFESSIONAL SUMMARY

Customer-focused Digital Customer Service Representative with experience providing professional support across digital channels. Skilled in responding to customer enquiries, resolving complaints, managing customer relationships, following up on issues, and maintaining accurate customer records. Strong communication and problem-solving abilities, with a focus on delivering positive customer experiences and building lasting customer relationships. Proficient in Microsoft Office and familiar with CRM-based customer service processes.

CORE SKILLS

PROFESSIONAL EXPERIENCE

Digital Customer Service Representative | April 2026 – September 2026 | Lagos, Nigeria

- Responded promptly and professionally to customer enquiries through digital communication channels.
- Assisted customers with product, service, order, and account-related enquiries.
- Handled customer complaints and provided appropriate solutions while maintaining a professional attitude.
- Followed up with customers to ensure their issues were resolved and expectations were met.
- Maintained accurate customer information and records.
- Escalated complex customer issues to the appropriate department when necessary.
- Built positive customer relationships through effective communication and consistent support.
- Monitored customer conversations and ensured timely responses.
- Provided clear information and helped customers navigate available products and services.
- Supported customer retention by delivering a positive and personalized customer experience.

Account Officer / Front Desk | Ralynce Resources and Services | May 2024 – April 2025

- Respond to customer enquiries through phone, email, and in-person communication.
- Welcome and assist clients while providing professional customer service.
- Maintain accurate customer records with minimal errors.
- Resolve customer complaints professionally and efficiently.
- Follow up on customer issues to ensure timely resolution.
- Build strong customer relationships and encourage repeat business.
- Schedule appointments and coordinate office activities.

Classroom & Administrative Assistant — NYSC | God's Glory Secondary School, Ekiti State | June 2025 – April 2026

- Managed student records and documentation accurately.
- Communicated effectively with students, staff, and parents.
- Supported administrative activities and daily office operations.
- Handled enquiries and provided appropriate assistance.
- Maintained professionalism, discipline, and confidentiality.

Sales Representative | Fine Brothers Electricals, Enugu State | March 2023 – March 2024

- Assisted customers in identifying products that met their needs.
- Built and maintained strong customer relationships.
- Responded to customer enquiries and provided product information.
- Maintained thorough knowledge of company products.
- Collected customer feedback and communicated it to management.
- Maintained accurate sales reports.

Inventory Assistant | Turn by Turn Nigeria Limited, Plateau State | June 2022 – November 2023

- Maintained accurate inventory records.
- Coordinated with clients regarding inventory orders and deliveries.
- Received and inspected inventory.
- Conducted inventory counts and reconciliations.

EDUCATION

Nnamdi Azikiwe University, Awka, Anambra State — Bachelor's Degree | 2023

National Youth Service Corps (NYSC) Discharge Certificate — Ekiti State, Nigeria | 2026

St. Paul's Academy, Jos, Plateau State — WAEC | 2016

KEY ACHIEVEMENTS

- Improved customer satisfaction through prompt and professional responses.
- Maintained accurate customer records and followed up consistently on customer issues.
- Built positive customer relationships through effective communication and problem-solving.