

EVIDENCE CHIAMAKA AKANWA

Ajah, Lagos

07038978436//08027897559

akanwaevidence@gmail.com

PROFESSIONAL SUMMARY

Dedicated Customer Care Representative with over 3 years of experience supporting customers through social media and digital platforms. Skilled in handling customer enquiries, resolving complaints, building positive relationships, and ensuring customer satisfaction. Known for clear communication, problem solving and maintaining professional and friendly approach when interacting with customers.

CORE SKILLS

- Customer support and relationship management
- Complaint Resolution and conflict handling
- Social Media and customer service
- Microsoft office suite
- Online communication tools
- Communication and active listening

PROFESSIONAL EXPERIENCE

Customer Service Representative/ Social Media Manager
Ngolongolo Couture | April 2023 – Present

- Manage customer interactions across social media platforms.
- Respond to inquiries, complaints, and feedback from customers.
- Provide product information and assist customers in making purchase decisions.
- Maintain strong communication with customers to improve brand experience

Customer Service Representative/ Social Media Manager
Beautiful Body Nigeria & Allura Beauty Nigeria | Aug 2022 – Apr 2023

- Engaged with customers daily on social media platforms and responded to inquiries.
- Provided support to customers regarding products, orders, and brand information.
- Handled customer feedback and escalated issues when necessary.
- Built strong customer relationships that improved brand trust and loyalty

Social Media Manager / Customer Service Representative
Cyberticks | May 2021 – Aug 2022

- Responded to customer inquiries through social media platforms and online channels.
- Resolved customer complaints and provided solutions promptly.
- Maintained positive relationships with customers, improving satisfaction levels.
- Assisted customers with product information and order related questions.
- Documented customer feedback to improve service delivery

EDUCATION

Bachelor of Education (B.ED) IN ENGLISH – Abia State University, 2018
NYSC Discharge Certificate – Lagos 2022

CERTIFICATION

Digital Marketing Certification – Ciphernet Technologies
Teachers Registration Council of Nigeria (TRCN)

KEY STRENGTHS

Excellent communication skills
Strong customer relationship
Ability to remain calm under pressure
Good problem solving and listening skills
Teamwork and adaptability

Referees available on request