

GABRIEL BLESSING UFEDO

Customer Service Representative/Support

Address: No 253 Benjamin Jonathan Street, Ipen 7 Estate, Gwarinpa, Abuja.

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PROFESSIONAL SUMMARY

A dedicated and results-driven Customer Service with over 2 years of experience in resolving customer inquiries, managing complex schedules, and enhancing satisfaction in dynamic organizations.

WORK EXPERIENCE

Customer Service Representative

Street 13 fast food restaurant, Abuja. January 2025 - Present

- Receiving and processing online and phone calls orders.
- Communicating orders clearly and promptly between customers and the kitchen team.
- Handling customers enquiries, complaints and feedback in a professional manner.
- Managing order pickups and ensuring smooth handover to customers or delivery agents.
- Maintaining accurate record of sales/orders as directed by management.

Customer Service Attendant

Eesh Interior and Decor, Abuja. March 2024 - Dec 2024

- Serve as the first point of contact, greeting customers and providing detailed information on products and services to drive sales and enhance the client experience.
- Efficiently resolve customer complaints, improving retention and satisfaction.
- Manage multi-channel communication, including phone calls and emails, ensuring timely and professional responses to all inquiries.
- Process customer payments and meticulously manage incoming shipments from vendors to maintain inventory accuracy.

Customer Service Representative

Twelve03 Meals Lagos. July 2023 - February 2024

- Managed customer interactions across phone, live chat, and social media platforms.
- Resolved an average of 50+ customer complaints and inquiries weekly, focusing on swift and effective solutions.
- Streamlined the order confirmation and dispatch process, ensuring accuracy in payment processing and reducing order fulfillment errors.
- Maintained detailed records of customer interactions and feedback, providing valuable data to management for service improvements.

Administrative Assistant (NYSC)

Federal Ministry of Youth and Sport Development Abuja. July 2022 - June 2023

- Organized and managed departmental files, ensuring efficient record-keeping and easy retrieval of documents.
- Scheduled appointments and managed complex calendars for senior staff, improving time management for the office.
- Composed and distributed official correspondence, including emails, memos, and letters, maintaining a professional standard of communication.
- Served as the front-line representative, professionally greeting and assisting visitors and directing phone calls.

EDUCATION

B.Ed. Sociology Education

Kogi State University, Anyigba, Kogi State
2017 - 2021

CERTIFICATION

PropelLearning Soft Skills Certification. [July 2025]

PROFESSIONAL SKILLS:

- Time Management.
- Problem-solving and Critical Thinking.
- Fast Learner.
- Computer Savvy.
- Teamwork and adaptability.
- Customer engagement and complaint handling.
- Microsoft office.
- Customer Service.

LANGUAGES:

- English
- Yoruba

REFERENCES

Available upon request.