

OKIKE BIANCA IFEOMA

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Lagos state, Nigeria.

PROFESSIONAL SUMMARY

Customer-focused professional with strong experience in client support, sales engagement, and relationship management across corporate and consumer environments. Proven ability to resolve customer issues, maintain record and collaborate cross-functionally to improve service delivery and retention outcomes.

Fluent in English and Igbo.

Technical Skills

- Microsoft Office Suite (Excel, Word, Outlook, PowerPoint)
- Google Workspace (Docs, Sheets, Drive)
- Zoom, Microsoft Teams

Professional Strengths

- Excellent communication skills
- Strong interpersonal engagement
- Confidential information handling

PROFESSIONAL EXPERIENCE

Customer Service Representative ZARON COSMETICS LIMITED May 2026 – August 2026

- Attended to customer inquiries, complaints, and product requests.
- Assisted customers with product selection and orders.
- Resolved customer issues and followed up to ensure satisfaction.
- Maintained good customer relationships and provided timely support.

Customer Service Representative BEIERSDORF (NIVEA) Jun 2025-May 2026

- To make sure the shelf is well arrange
- Make sure product are in the right place
- Pricing and Promotion
- Stock management
- Visual merchandising

Sales Executive - PZ Feb 2025 – Jun 2025

- Engaged customers and identified their product needs.
- Promoted PZ products and supported sales growth.
- Delivered product demonstrations to drive customer interest.
- Converted prospects into customers through effective communication.

Supervisor — Unilever Nigeria Nov 2024 – Jan 2025

- Drove revenue growth by leading in-store sales operations and consistently achieving aggressive sales targets.
- Increased product visibility through strategic merchandising, shelf optimization, and premium product placement.
- Boosted sales performance by coaching and motivating sales staff to improve customer engagement and conversion rates.
- Managed inventory planning, stock rotation, and replenishment to prevent stock-outs and maximize product availability.
- Ensured excellent customer experience, resolved complaints efficiently, and strengthened brand loyalty

Sales Executive — Nigerian Breweries Plc Dec 2023 – Oct 2024

- Promoted flagship products through direct customer engagement and activations
- Communicated product value propositions to increase awareness and adoption
- Collected market feedback supporting sales and marketing decisions
- Represented the brand in high-visibility consumer environments
- Supported engagement tracking and performance reporting

**Customer Service Executive (NYSC) — Phoenix Treasury Limited –
Lagos Nov 2022 – Oct 2023**

- Managed customer communication and service support interactions
- Developed internal FAQ resources improving onboarding efficiency
- Monitored service trends and maintained documentation □ Contributed to customer retention through personalized assistance □ Supported process optimization through feedback reporting.

**Customer Support Representative — Infinix House – Aba, Abia State Apr
2018 – Jul 2022**

- Resolved diverse customer requests in walk-in service environment
- Promoted from intern to full-time role based on performance
- Assisted in improving workflow documentation

EDUCATION

Higher National Diploma — Office Technology Management

Abia State Polytechnic | 2016 – 2018

National Diploma — Office Technology Management

Abia State Polytechnic | 2012 – 2014

Senior Secondary Certificate

Saint Mary's College, Ajangbadi, Lagos | 2009

REFERENCES

OKIKE CHIDI HENRY — 08030605316

UKWUOMA CHIBUIKE EMMANUEL — 08162309357