

ESTHER NKECHI ODUFU

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PROFESSIONAL SUMMARY

Customer-focused and hardworking professional with experience in customer service. Skilled at communicating with customers, responding to enquiries, assisting with customer needs, and maintaining a positive customer experience. Also have practical computer experience gained through inventory-related duties. Seeking an online Customer Service or Chat Support position where I can use my communication, problem-solving, and computer skills while developing professionally.

WORK EXPERIENCE

Customer Service / Front Desk Officer

Ikeja Computer Village, Lagos

- Attended to customers and responded to enquiries about products and services.
- Assisted customers in identifying products that met their needs.
- Communicated politely and professionally with different types of customers.
- Handled customer concerns and provided appropriate assistance.
- Supported day-to-day activities to ensure a smooth customer experience.

DIGITAL SKILLS

- Inventory recording and management
- WhatsApp communication
- Customer communication and support
- Ability to learn new software and online tools quickly

EDUCATION

Kwara State Polytechnic, Ilorin

Higher National Diploma (HND) – Biochemistry | **2026**

HND Certificate Pending

Kwara State Polytechnic, Ilorin

National Diploma (ND) – Science Laboratory Technology (SLT) | **2023**

Certificate Available

CORE SKILLS

- Customer Service
- Chat Support
- Communication Skills
- Problem Solving

CAREER OBJECTIVE

To secure a remote Customer Service or Chat Support position where I can provide excellent customer assistance, contribute positively to the organization, and build a successful career in the online work environment.

REFERENCES

Available upon request.