

NWANKWO CHIAMAKA ESTHER

Lagos, Nigeria

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PROFESSIONAL SUMMARY

Dedicated and customer-focused Customer Care Representative with experience in inventory management and client support. Skilled in handling customer inquiries, resolving complaints efficiently, and maintaining positive client relationships. Strong communication skills, attention to detail, and ability to work in fast-paced environments. Committed to delivering excellent customer experiences and contributing to organizational growth.

CORE SKILLS

- Customer Support & Complaint Resolution
- Effective Communication (Verbal & Written)
- Call Handling & Email Support
- Problem-Solving
- Inventory Coordination
- Time Management
- Team Collaboration
- Basic Computer Skills (MS Word, Email, Internet Use)

WORK EXPERIENCE

Customer Service / Inventory Assistant

Globus Company, Lagos, Nigeria

- Attended to customer inquiries and provided accurate product information.
- Resolved customer complaints professionally and efficiently.
- Managed inventory records and monitored stock levels.
- Assisted in processing orders and tracking deliveries.
- Maintained positive relationships with customers to encourage repeat business.