

OHIAFI FAITH RUTH

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PROFESSIONAL SUMMARY

Customer-focused and empathetic professional with extensive experience in customer service, retail operations, and relationship management. Proven track record of resolving client complaints professionally, managing daily business operations, and ensuring high levels of customer satisfaction. Eager to leverage strong communication, problem-solving, and interpersonal skills in a dedicated Customer Service Representative role.

CORE COMPETENCIES

- Customer Relationship Management
- Conflict & Complaint Resolution
- Client Communication & Active Listening
- Problem Solving & Decision Making
- Cash Handling & Transaction Processing
- Team Collaboration & Support
- Time Management & Multi-tasking
- Record Keeping & Data Accuracy

PROFESSIONAL EXPERIENCE

Manager

Bar, Wire Road, Benin City | 2017 – 2018

- Managed direct customer relations, ensuring positive interactions and prompt professional resolution of client complaints.
- Supervised daily business operations and coordinated staff activities to maintain high service standards.

- Monitored product inventory levels to ensure continuous availability and seamless service delivery.

Sales Attendant / Customer Service Representative

Star Bar | 2016 – 2017

- Welcomed customers, addressed inquiries, and delivered exceptional service to enhance customer loyalty.
- Promoted available products and services, effectively communicating features and value to clients.
- Processed customer orders and payments accurately, maintaining a clean and organized service environment.

Sales Attendant

Wesco Lotto Shop | 2018 – 2019

- Assisted customers with gaming and lottery transactions while providing clear guidance on available products.
- Handled cash and digital transactions securely, maintaining meticulous records of daily sales.
- Built rapport with regular patrons to drive customer engagement and repeat business.

Kitchen Assistant

Restaurant, Oyo State | 2017 – 2018

- Collaborated effectively with team members in a fast-paced environment to ensure smooth service delivery.
- Maintained strict hygiene and safety standards to guarantee a safe environment for staff and patrons.

EDUCATION

Diploma in Health Care Assistance

REFERENCES

Available upon request.