

OKEJI DAVID CHIBUIKE

📍 Lagos State, Nigeria

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PROFESSIONAL SUMMARY

Dedicated and customer-focused Customer Service Representative with over 7 years of experience delivering exceptional customer support, resolving customer complaints, managing client relationships, and ensuring high levels of customer satisfaction across hospitality, retail, and business operations. Skilled in customer relationship management, conflict resolution, complaint handling, communication, problem-solving, and administrative support. Proven ability to improve customer experiences, build customer loyalty, and contribute to organizational growth while consistently maintaining professionalism and service excellence.

CORE COMPETENCIES

- Customer Service Excellence
 - Customer Relationship Management (CRM)
 - Complaint Resolution
 - Customer Retention
 - Front Desk Operations
 - Telephone & Email Support
 - Effective Communication
 - Active Listening
 - Conflict Resolution
 - Problem Solving
 - Time Management
 - Teamwork & Collaboration
 - Microsoft Office Suite
 - Record Keeping
 - Administrative Support
 - Emotional Intelligence
 - Attention to Detail
 - Multitasking
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PROFESSIONAL EXPERIENCE

Customer Care Officer

C.F. Nigeria Enterprises

July 2024 – Present

Key Responsibilities

- Deliver exceptional customer support through multiple communication channels.
- Respond promptly to customer enquiries and resolve complaints professionally.
- Build and maintain strong customer relationships to improve customer satisfaction.
- Coordinate customer orders and ensure timely delivery of products.
- Liaise with internal departments to resolve customer issues efficiently.
- Maintain accurate customer records and service documentation.
- Provide after-sales support and follow-up services.
- Ensure customers receive accurate product and service information.

Core Achievements

- Improved customer satisfaction through prompt issue resolution.
- Strengthened customer retention by maintaining excellent client relationships.
- Streamlined customer service processes, resulting in faster response times.
- Supported business growth through outstanding customer experience.

Customer Care Officer

Job and Joy Group of Hotels

2019 – June 2024

Key Responsibilities

- Assisted guests with reservations, enquiries, and complaints.
- Delivered excellent front desk and customer support services.
- Processed bookings, payments, and customer records accurately.
- Responded professionally to customer requests.
- Coordinated with departments to ensure quality guest experiences.
- Maintained accurate customer and reservation records.
- Ensured compliance with company service standards.

Core Achievements

- Consistently received positive customer feedback.
 - Improved guest satisfaction through excellent service delivery.
 - Maintained accurate records with minimal errors.
 - Contributed to increased customer loyalty and repeat patronage.
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Sale Representatives

Sumbgen Business Ventures, Lagos State

February 2015 – January 2017

Key Responsibilities

- Identified and developed new business opportunities through prospecting, networking, and referrals.
- Promoted and sold products/services to individual and corporate customers, consistently meeting sales targets.
- Built and maintained strong customer relationships to ensure repeat business and long-term client satisfaction.
- Conducted product presentations and demonstrations to educate customers on features and benefits.
- Negotiated pricing, terms, and contracts while maintaining company profitability.
- Prepared quotations, processed customer orders, and ensured timely delivery of products.
- Managed customer inquiries, complaints, and after-sales support to enhance customer experience.
- Maintained accurate records of sales activities, customer interactions, and pipeline using CRM tools.
- Monitored market trends, competitor activities, and customer needs to identify growth opportunities.
- Collaborated with marketing and operations teams to execute sales campaigns and achieve business objectives.
- Prepared weekly and monthly sales reports for management review.
- Ensured compliance with company policies, sales procedures, and ethical business practices.

Core Achievements

- Consistently achieved 100%–120% of monthly and quarterly sales targets.

- Increased sales revenue by 25% through effective customer acquisition and upselling strategies.
- Expanded the customer base by acquiring over 100 new clients within one year.
- Improved customer retention through excellent relationship management and responsive after-sales service.
- Recognized as a top-performing sales representative for exceeding revenue and performance goals.
- Increased repeat business by developing long-term relationships with key customers.
- Successfully introduced new products into the market, contributing to increased market share.
- Maintained a high customer satisfaction rate through prompt issue resolution and professional service delivery.
- Improved sales pipeline management, resulting in higher conversion rates and faster sales cycles.
- Contributed to overall team success by sharing market insights and supporting the achievement of branch sales objectives.

EDUCATION

Higher National Diploma (HND), Mass Communication

Federal Polytechnic Nekede, Owerri, Imo State

(2017 – 2019)

National Diploma (ND), Mass Communication

Federal Polytechnic Nekede, Owerri, Imo State

(2013 – 2015)

TECHNICAL SKILLS

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook
- Internet & Email Communication
- Customer Record Management

PROFESSIONAL ATTRIBUTES

- Excellent Interpersonal Skills
- Strong Communication Skills

- Customer-Focused Mindset
- Adaptability
- Professionalism
- Integrity
- Attention to Detail
- Ability to Work Under Pressure
- Fast Learner
- Dependable and Reliable

REFERENCE

Available Upon Request