

ONYENEHIDO IMMACULATA CHINAZAEKPERE

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 [LinkedIn Profile](#)

PROFESSIONAL SUMMARY

Customer Service Professional with over 5 years of experience in client relations, lead management, and brand marketing. Skilled in enhancing customer satisfaction, managing CRM systems, and implementing marketing strategies. Known for strong communication, attention to detail, and the ability to thrive in fast-paced environments. Committed to delivering exceptional service and supporting organizational growth.

EXPERIENCE

Optiva Capital Partners – Victoria Island, Lagos

Customer Service Representative & Lead Management Officer

September 2022 – Present

- Provided essential office support to ensure smooth branch operations and excellent customer experience.
- Managed high-volume customer interactions via phone, email, and live chat, ensuring timely and effective resolutions.
- Build strong relationships with clients to enhance satisfaction and retention.
- Guided clients through company products and services, offering personalized assistance.
- Collated and managed credible leads using CRM software, ensuring accuracy and efficiency.
- Generated and analyzed reports on lead generation and qualification.
- Maintained accurate documentation and tracking of all lead activities.
- Prepared and submitted daily reports using Excel spreadsheets.

Business Development Officer

December 2021 – September 2022

- Generated and followed up on leads to identify new business opportunities.
- Built and maintained strong client relationships to drive retention and business growth.
- Managed customer and prospect records using CRM systems.
- Engaged clients to understand their needs and recommend suitable products and services.
- Supported sales conversion and contributed to revenue growth.

OPPO Nigeria – Ogba-Ikeja
Business Marketing Assistant
January 2019 – December 2021

- Supported brand awareness campaigns and promotional events.
- Executed marketing strategies across various branding channels.
- Collaborated with the sales team to enhance brand visibility.

Phransix Apparel Fashion World – Ikeja, Lagos
Customer Service Officer
January 2017 – January 2019

- Built and nurtured client relationships through personalized support.
- Aided in new product development and service delivery enhancements.
- Ensured adherence to company policies and service standards.
- Resolved customer issues promptly to ensure satisfaction.

EDUCATION

Imo State University, Owerri, Nigeria
B.Sc. in Government and Public Administration – Second Class Upper (2:1)

SKILLS

- Customer Service & Client Relations
 - Communication Excellence
 - Team Leadership & Collaboration
 - Microsoft Office Suite (Word, Excel)
 - CRM Software (Dynamics 365)
 - Time Management & Multitasking
 - Inbound & Outbound Call Handling
 - Emotional Intelligence & Problem Resolution
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REFERENCES

Available upon request.