

ONYENWE NANCY CHIDIMMA
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PROFESSIONAL SUMMARY:

Results-oriented Customer Service Agent with over three years of progressive experience in telecommunications, retail operations, customer relationship management and business development. Proven ability to exceed sales targets, build lasting customer relationships, resolve complex customer issues, and drive revenue growth through consultative selling. Skilled in CRM systems, KYC compliance, customer retention, technical troubleshooting, and cross-functional collaboration. Recognized for exceptional service delivery, strong analytical abilities, and consistently achieving organizational objectives in fast-paced environments. Passionate about contributing to organizational success while continuously developing professionally.

WORK EXPERIENCE:

- 2025-2026:** **Airtel Office, Umuahia, Abia State.**
- Airtel Shop Agent**
- Spearheaded the launch of Airtel office in Umuahia that became profitable within two months.
 - Recognized as AES TO COCO Employee of the Month for exceptional sales performance and providing excellent customer service.
 - Increased revenue by 30% through successful upselling initiatives and converting 90% of walk-in customers into confirmed sales.
 - Maintained 95% customer satisfaction through excellent service delivery.
- 2023-2025** **TerryOkwute Nigeria Ltd, Umuahia, Abia State.**
- Airtel Express Shop Consultant**
- Assisted customers in selecting and activating suitable Airtel plans and services, effectively addressing their individual needs and increasing sales by 20%.
 - Achieved a 95% customer satisfaction rating by delivering prompt and effective resolutions to technical issues.
 - Collaborated with KYC agents to achieve monthly targets, utilizing persuasive sales techniques to upsell Airtel products and services, resulting in a 20% increase in revenue.
- 2022-2023** **St Francis Secondary School, Eket, Akwa Ibom State.**
- NYSC Corp Member (Economics Teacher)**
- Taught over 50 students with simplicity by using life and practical examples to illustrate theoretical concepts, thereby leading to high performance in student examinations.
 - Fostered a positive classroom environment that encouraged participation and critical thinking by designing lesson plans, class activities and assessments that enhanced student understanding and academic performance.
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EDUCATION:

2016-2021: **University of Nigeria, Nsukka, Enugu State.**
 B.sc in Economics (Second Class Upper – GPA: 4.3/5.0)

2013-2015: **Institute of Management and Technology, Enugu State.**
 OND in Business Administration and Management (Distinction: (GPA: 3.5/4.0)

2008-2013: **Model Comprehensive Secondary School, Trans Ekulu, Enugu State.**
 West African Senior School Examination Certificate (WASSEC)

ADDITIONAL TRAINING:

- Airtel Africa Code of Conduct Policy Certification (2024)
- PRDV212: Interpersonal Communication - Saylor Academy (2025)
- Customer Service Excellence- Jobberman (2025)
- Virtual Assistance and IT Support- Digital Witch Academy (2026)

CORE SKILLS:

- Exceptional customer service delivery and strong interpersonal relationship skills.
- Apt in inventory management, work-flow automation, appointment setting and record keeping
- Use of Office Management tools (Microsoft Office), data analytics tools (SPSS and EViews), project management tools and CRM systems.
- Technical troubleshooting and support, Team-playing, Multitasking, ability to plan effectively, prioritize and meet deadlines.

REFEREES:

Will be available on request.