

OTUKA UBAH

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PROFESSIONAL SUMMARY

Customer-focused and detail-oriented professional with experience in customer service, sales support, and client engagement. Skilled in handling customer inquiries, resolving complaints professionally, maintaining accurate records, and providing excellent service in fast-paced environments. Strong communication, multitasking, and organizational skills with attention to detail and customer satisfaction.

CORE SKILLS

• Customer Service & Customer Satisfaction • Cash Handling & Transaction Processing • Sales Support & Upselling • Communication & Problem Solving • Record Keeping & Documentation • Attention to Detail & Numerical Accuracy • Complaint Resolution • Teamwork & Multitasking • Microsoft Office • Google Workspace

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE & OUTREACH ASSISTANT (FREELANCE / REMOTE) | 2024 - PRESENT

- Provided professional customer support and responded to inquiries promptly.
- Maintained accurate customer records and activity tracking.
- Handled multiple customer interactions while ensuring satisfaction.
- Built strong customer relationships through effective communication and follow-ups.
- Supported business growth through customer engagement and sales support.

CUSTOMER SERVICE REPRESENTATIVE - PROFILE PRO NIGERIA | FEBRUARY 2025 - MARCH 2026

- Assisted customers professionally and resolved complaints efficiently.
- Supported sales activities and encouraged product/service uptake.
- Maintained excellent customer relationships through clear communication.
- Worked effectively in a fast-paced service environment to ensure smooth operations.
- Maintained organized records and supported daily operational tasks.

INVENTORY/LOGISTICS MANAGER - 1WAVE EMPIRE FABRICS & MERCHANDISE | NOVEMBER 2025 - JULY 2026

- Managed daily inventory operations, ensuring accurate records of all incoming and outgoing stock.
- Monitored stock levels and coordinated inventory movement to maintain efficient business operations.
- Assisted customers with orders for nationwide shipment, providing timely updates throughout the delivery process.
- Issued tracking numbers and monitored shipments to ensure successful delivery.
- Responded professionally to customer inquiries and resolved shipping-related concerns, including delays and order issues.
- Worked closely with logistics partners to coordinate dispatch and improve delivery efficiency.
- Maintained detailed inventory and shipment records, reducing errors and supporting accurate stock management.

- Built positive customer relationships through excellent communication, prompt follow-up, and effective problem resolution.

EDUCATION

Bachelor of Science (B.Sc.) in History – University of Benin

TOOLS & TECHNOLOGIES

- Microsoft Office Suite • Google Workspace • Gmail • Outlook • LinkedIn • Zendesk