

OFUEBE VICTORY

Marketing & Sales Representative

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Abuja

PROFESSIONAL SUMMARY

Persuasive, personable, and results-minded Sales and Customer Relations professional with 4+ years of client-facing experience, including real estate experience at PG Homes and Apartment, Abuja. Skilled at understanding client needs, guiding them through enquiries and the sales process, following up consistently, and building lasting trust. Fluent in English, with an NCE in English Language & Social Studies, which strengthens clear, persuasive communication. Eager to help a real estate company attract prospects, close deals, and grow a loyal client base.

CORE SKILLS

- **Sales & Client Acquisition:** handling property and product enquiries, guiding clients through the sales process, lead follow-up, supporting deal closure
- **Marketing & Communication:** persuasive written and spoken communication, client outreach, professional email and phone handling
- **Client Relationship Management:** building long-term relationships, complaint resolution, after-sales follow-up
- **Records & Documentation:** client records, sales documentation, daily sales reports, accurate data entry
- **Tools:** Microsoft Word, Excel and PowerPoint
- **Personal Strengths:** confident, self-motivated, time management, multitasking, teamwork, integrity

PROFESSIONAL EXPERIENCE

Customer Service Representative

March 2025 – Dec 2025

Bioharb

- Acted as the main point of contact for customers, responding to enquiries and requests clearly and courteously
- Resolved complaints and escalated issues for timely follow-up, protecting customer satisfaction
- Kept accurate customer records and communication logs

School Secretary / Administrative Support

Feb 2026 – Present

Solid Base High School, Kubwa, Abuja

- Served as the first point of contact for parents, students, staff and visitors, representing the school professionally
- Handled enquiries, complaints and requests with tact, patience and professionalism

- Maintained accurate records and confidential documentation; coordinated schedules and correspondence

Receptionist / Customer Service Officer

2024 – 2025

IGMART Medical Laboratory & Scientific Equipment, Utako, Abuja

- Welcomed clients and managed enquiries in a courteous, professional manner
- Scheduled appointments and managed client follow-ups
- Safeguarded confidential client records and facilitated clear communication between clients and staff

Customer Relations Officer / Sales Representative

2023 – 2024

PG Homes and Apartment, Wuse II, Abuja (Real Estate)

- Guided prospective clients through property enquiries, the sales process and service requests
- Built and maintained positive, long-term client relationships through consistent follow-up
- Managed client records, documentation and correspondence
- Resolved client concerns and supported day-to-day sales operations

Sales Assistant / Customer Service Support

2022 – 2023

PUMA Store, Gwagwalada, Abuja

- Delivered attentive customer service and product assistance that supported sales
- Resolved complaints promptly, protecting customer satisfaction
- Processed cash transactions, prepared daily sales reports and maintained inventory records

EDUCATION

Nigerian Certificate of Education (NCE) – English Language & Social Studies

2021 –

2023

College of Education, Zaria

Senior School Certificate Examination (SSCE)

2018

Holy Trinity Secondary School, Enugu

CERTIFICATIONS & TRAINING

- Virtual Assistance (in progress)
- Project Management (in progress)

LANGUAGES

English (Fluent) | **Igbo** (Fluent)

REFERENCES

Available upon request