

# OGEDEGBE OGHENETEGA

CUSTOMER SERVICE REPRESENTATIVE | DATA ENTRY SPECIALIST | E-COMMERCE ASSISTANT

Warri, Delta State, Nigeria | +234 813 084 8211 | oghenetegaogedegbe2006@gmail.com

## PROFESSIONAL SUMMARY

Customer Service, Data Entry, and E-commerce professional with 4+ years of experience supporting U.S. and international clients in remote environments. Experienced in customer service, inbound and outbound calls, appointment setting, CRM systems, data entry, product listing, product research, administrative support, scheduling, and customer issue resolution. Strong record of maintaining accurate records, meeting performance targets, and delivering efficient customer-focused support.

## CORE COMPETENCIES

Customer Service | Customer Support | Data Entry | E-commerce Product Listing | Product Research | CRM Management | Inbound Calls | Outbound Calls | Appointment Setting | Lead Qualification | Cold Calling | Customer Retention | Complaint Resolution | Conflict Resolution | Administrative Support | Scheduling | Microsoft Excel | Microsoft Office | Data Accuracy | Time Management | Attention to Detail

## PROFESSIONAL EXPERIENCE

### E-commerce Product Listing Assistant (Data Entry)

Innovation Market Research (Netherlands – Remote) | August 2025 – July 2026 (Seasonal)

- Entered and managed product data across e-commerce platforms while maintaining high data accuracy.
- Uploaded product descriptions, images, pricing, and specifications with 99% accuracy.
- Conducted product research to support product categorization and pricing.
- Updated and audited product listings to maintain data integrity and consistency.
- Collaborated with remote teams to complete product listing tasks and meet deadlines.

### Appointment Setter / Inbound & Outbound Caller

Master Plumber & Full Serv | July 2025 – December 2025

- Handled 60–80 inbound service calls daily and converted up to 35% of prospects into confirmed appointments.
- Conducted high-volume outbound cold calls and generated an average of 20+ qualified leads per week.
- Coordinated customer and technician schedules, reducing missed appointments by 25%.
- Maintained accurate CRM records, follow-up activities, and customer information.

### Administrative Assistant

Greenfoot Global Resources – Warri, Nigeria | January 2025 – May 2025

- Managed daily phone and email inquiries, improving response turnaround time by 30%.
- Scheduled meetings and coordinated calendars for multiple executives with zero scheduling conflicts.
- Prepared reports and documentation using Microsoft Office to support daily operations.
- Maintained organized filing systems and confidential business documentation.

### Call Center Representative

Success Global – Warri, Nigeria | October 2023 – December 2024

- Handled 70+ inbound and outbound calls per day while meeting quality assurance standards.
- Resolved customer complaints with a 90%+ first-call resolution rate.
- Maintained detailed customer records to support accurate follow-up and customer service.

### Customer Service Representative

Open Heavens Network – Warri, Nigeria | March 2021 – April 2023

- Provided phone and written customer support while maintaining strong customer relationships.
- Processed customer requests accurately, reducing repeat inquiries by 20%.
- Communicated clearly with customers and resolved service requests efficiently.

## EDUCATION

High School Diploma – Federal Government College, Warri | August 2023

## CERTIFICATIONS

Outstanding Customer Service – Alison

