

OGWEZI ISIOMA SUCCESS

Customer Service | Sales & Business Development | HR Operations

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PROFESSIONAL SUMMARY

Versatile and results-oriented professional with over five years of cumulative experience spanning customer service, sales, HR operations, and project coordination. Proven ability to engage diverse stakeholders — from retail customers and online clients to pensioners and factory workers — with professionalism and empathy. Adept at managing operational tasks, supporting people management processes, and driving customer satisfaction. Holds a degree in Actuarial Science and Insurance and brings a structured, analytical mindset to every role. Certified in Scrum Fundamentals and Soft Skills, reflecting a commitment to continuous professional development.

WORK EXPERIENCE

HR Assistant | Benoly and Company

Ogun, Nigeria • June 2025 – Present

- Issue meal tickets to factory workers, ensuring accurate distribution and record-keeping across all shifts.
- Prepare monthly payroll for staff, coordinating with relevant departments to ensure timely and accurate processing.
- Review and approve staff annual leave requests in line with company policy and operational requirements.
- Process and approve staff requisitions, verifying compliance with internal procurement and HR guidelines.
- Maintain and update staff attendance records, identifying patterns and escalating discrepancies to management.

Operations Coordinator | Omnicom Solutions

Lagos, Nigeria • September 2024 – November 2024

- Supervised and coordinated the activities of site engineers, ensuring project tasks were executed on schedule and to specification.
- Managed a team of field agents, assigning responsibilities, monitoring performance, and providing operational support.
- Served as a communication link between field teams and management, ensuring timely reporting and issue resolution.

Sales Associate | Figtree Company

Lagos, Nigeria • November 2023 – August 2024

- Delivered compelling product pitches for skincare products, effectively communicating product benefits to drive customer purchase decisions.
- Provided clear and accurate product information to customers, addressing questions and resolving concerns to build trust and loyalty.
- Managed and fulfilled customer online orders, ensuring prompt processing, accurate delivery, and a positive post-purchase experience.
- Consistently met and exceeded individual sales targets through proactive customer engagement and relationship management.

Customer Care Agent | Avas Technology Limited

Lagos, Nigeria • April 2023 – October 2023

- Attended to pensioners regarding their yearly verification process, guiding them through required steps with patience and clarity.
- Resolved customer enquiries efficiently, maintaining a high standard of service and ensuring customer satisfaction at every touchpoint.

- Documented customer interactions accurately, maintaining up-to-date records in the company's CRM system.

Sales Person | **DPK Ventures**

Ogun, Nigeria • February 2019 – January 2020

- Assisted customers in locating products within the store, providing a seamless and efficient shopping experience.
- Delivered accurate and helpful product information to customers, supporting informed purchasing decisions.
- Maintained and tracked inventory levels, flagging stock shortages and supporting restocking processes.
- Escalated customer complaints appropriately to the CEO, ensuring issues were addressed and resolved promptly.

EDUCATION

Bachelor of Science — Actuarial Science and Insurance

University of Lagos • Graduated: 2023

CERTIFICATIONS

Scrum Fundamentals Certified — Scrum Study

Soft Skills Certification — Jobberman

CORE COMPETENCIES

Customer Service & Relations: Customer Engagement | Complaint Resolution | CRM Management | Stakeholder Communication | Online Order Management

Sales & Business Development: Product Pitching | Retail Sales | Customer Retention | Sales Target Achievement | Product Knowledge

HR & Operations: Payroll Processing | Leave Management | Attendance Tracking | Requisition Approval | Field Team Coordination | Site Management

Soft Skills: Communication | Empathy | Attention to Detail | Organisation | Teamwork | Problem Solving | Adaptability