

OKEKE PRECIOUS

📍 Lagos, Nigeria

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PROFESSIONAL SUMMARY

Dedicated customer engagement professional with over three years of experience driving client satisfaction and retention in remote and fast-paced environments.

Proven ability to resolve complex issues, manage high-volume communications, and build lasting client relationships to support business growth.

TECHNICAL SKILLS

- Google Workspace
- Microsoft Teams
- Zendesk
- Hubspot
- CRM Software
- Slack
- Data Entry
- Microsoft Office

SOFT SKILLS

- Clear Communication
- Time Management
- Attention to details
- Adaptability
- Critical Thinking
- Team Collaboration
- Problem Solving
- Active Listening
- Empathy

PROFESSIONAL EXPERIENCE

Customer/Client Engagement Specialist

Cvtocareer, Sydney Australia

Oct 2025 – June 2026

- Managed inbound and outbound client communication across multiple channels to provide accurate information regarding services and available solutions
- Resolved customer complaints and inquiries promptly by employing strong problem-solving skills and empathy.
- Scheduled consultations and appointments while maintaining organized calendars for internal teams.
- Maintained and updated CRM records with accurate customer information and interaction history to ensure data integrity.
- Built and nurtured long-term client relationships through consistent and strategic follow-up communications.
- Collaborated with internal teams to analyze client feedback and improve overall service delivery.

Customer Care Representative/Sales Closer

Netreach Digital Marketing Firm, Lagos Nigeria

Sept 2024 – Sept 2025

- Handled over 20 inbound and outbound customer interactions daily, providing high-quality support and information.
 - Generated and qualified sales leads through proactive customer engagement and needs analysis.
 - Scheduled appointments and consultations for prospective clients, effectively managing the sales calendar.
 - Educated customers on available products and services to increase customer engagement and product adoption.
 - Managed customer records and follow-up activities using CRM systems, ensuring all client data was current.
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Customer Care Representative

International Studies, Lagos Nigeria

May 2023 – Aug 2024

- Responded to customer and prospective student inquiries via phone, email, social media, and virtual platforms.
 - Guided prospective students through educational opportunities and application procedures, providing clear and comprehensive information.
 - Conducted follow-up communications to ensure complete resolution of customer concerns and inquiries.
 - Maintained accurate databases and customer interaction records to support recruitment and admissions teams.
 - Worked closely with recruitment teams to improve customer response time and overall satisfaction rates.
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PROFESSIONAL CERTIFICATIONS

Chartered Institute of Customer Relationship Management

- Customer Relationship Management (CRM)

Chartered Institute of Innovative Marketing

- Marketing Certification

ALX Africa

- Virtual Assistant Certification
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EDUCATION

Bachelor of Arts (B.A.)

English and Communication

Federal University Otuoke, Bayelsa State, Nigeria

REFERENCES

Available upon request.

