

OWAN REGINA NJIJE

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| 09074932287

| Kubwa Abuja

Profile Summary

Customer Service Professional with over two years of experience delivering excellent customer support, handling sales transactions, resolving customer inquiries, and supporting daily business operations in retail and travel environments. Known for strong communication skills, attention to detail, and the ability to build positive customer relationships. Passionate about providing exceptional service while contributing to team success and organizational growth.

Professional Skills

- Customer Service
- Client Relationship Management
- Complaint Resolution
- Administrative Support
- Microsoft Office (Word, Excel, PowerPoint)
- Sales & POS Operations
- Communication Skills
- Record Keeping
- Travel Coordination
- Social Media Management
- Basic Graphic Design & Video Editing

Education

Higher National Diploma (HND), Mass Communication

Our Savior's Institute of Science, Agriculture and Technology (OSISATECH), Enugu

2021

Certifications

Introduction to Animation & Post Production II

Delyork Creative Academy |

2024

Technical Skills

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Canva
- Google Workspace
- Point of Sale (POS) Systems

Professional Experience

Customer Service Representative **Muna Global Gas Ltd.**

2026-Current

- Process customer transactions accurately using Application Software.
- Cross-check supply receipts and transaction records to ensure the accuracy of calculations and inventory documentation.
- Maintain accurate sales records and prepare daily transaction reports.
- Process cash, card, and electronic payments with a high level of accuracy.
- Verified incoming supplies against delivery receipts and reported discrepancies promptly.
- Assisted in inventory monitoring to ensure accurate stock records.
- Generated and verified invoices and receipts to ensure accurate billing and proper documentation.

Customer Service Representative **Gas Connect, Arab Road, Kubwa, Abuja.**

2023-2025

- Assisted an average of 50+ customers daily, while maintaining high service standards.
- Resolved customer complaints promptly, contributing to increased customer satisfaction.
- Processed cash and POS transactions accurately, with minimal discrepancies.
- Promoted products and services to increase daily sales.
- Maintained accurate daily sales records and cash reconciliation.
- Collaborated with team members to ensure efficient service delivery during peak hours.

Customer Service Representative (NYSC) **Dohen Travels and Tours Ltd, Kubwa, Abuja**

2022-2023

- Coordinated domestic and international travel bookings for clients.
- Advised customers on suitable travel packages, based on budget and preferences.
- Maintained accurate booking records, travel documentation, and client information while ensuring compliance with company procedures.
- Responded promptly to customer inquiries, ensuring a positive client experience

Sales Representative

NADREM Supermarket, Kubwa, Abuja

2018

- Assisted customers in selecting products, and processing purchases.
- Maintained attractive product displays to improve customer experience.
- Supported inventory checks and stock replenishment.
- Helped achieve daily sales objectives through excellent customer service.

News Intern

CRBC, Ikom, Cross River

2017

- Assisted in news sourcing and production.
- Assisted reporters in gathering news stories.
- Supported script writing and newsroom activities.
- Participated in news editing and production.
- Conducted basic research for news reports.

Interests

Creative Arts | Travel & Tourism | Digital Media | Customer Engagement | Community Service

