

OZIOKO CHELUCHI SUCCESS

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CUSTOMER SERVICE REPRESENTATIVE | REMOTE CUSTOMER SUPPORT | CHAT & EMAIL SUPPORT

PROFESSIONAL SUMMARY

Customer-focused professional with experience in customer service, travel support, live chat operations, and pharmacy practice. Skilled in handling customer inquiries, resolving complaints, following up on outstanding issues, maintaining accurate customer records, and escalating complex concerns appropriately. Experienced in communicating with customers through chat, phone, and digital channels while maintaining professionalism and a positive attitude. Comfortable working independently in remote environments, managing multiple customer interactions, and meeting service-quality expectations.

CORE SKILLS

Customer Service & Support • Live Chat & Messaging • Complaint Resolution • Email & Phone Support • Customer Follow-Up • Issue Escalation • Data Entry & Record Keeping • Problem Solving • Conflict Resolution • Multitasking • Time Management • Professional Communication • Remote Team Collaboration • Microsoft Word & Excel • Google Workspace

PROFESSIONAL EXPERIENCE

ASAP TICKETS — Independent Travel Agent

June 2024 – February 2025 | Remote

- Assisted customers with travel-related inquiries, reservations, itinerary changes, cancellations, and other service requests.
- Communicated with customers through digital channels to understand concerns and provide appropriate solutions.
- Followed up with customers regarding bookings and outstanding issues to ensure concerns were properly resolved.
- Maintained accurate records of customer interactions, booking information, transactions, and service requests.
- Resolved routine customer issues while escalating complex cases to appropriate teams or departments when necessary.
- Provided clear and professional information regarding travel options, booking requirements, and changes.
- Managed multiple customer requests simultaneously while maintaining accuracy and attention to detail.
- Maintained a calm, positive, and professional approach when handling complaints or difficult situations.
- Worked with other teams and service providers to resolve booking-related issues and improve the customer experience.
- Worked independently in a remote environment while meeting assigned performance and service expectations.

G WORLD PHARMACY — Locum Pharmacist

September 2024 – August 2025 | Abuja, Nigeria

- Provided direct customer-facing service, responding to questions and concerns professionally and efficiently.
- Assessed customer needs and provided appropriate information and solutions within professional scope.
- Handled complaints and sensitive customer interactions while maintaining professionalism, empathy, and confidentiality.
- Followed up with customers regarding medication-related concerns and ensured they understood relevant instructions.
- Maintained accurate records of customer interactions, transactions, prescriptions, and medication-related services.
- Identified issues requiring additional attention and referred or escalated them appropriately.
- Collaborated with colleagues and healthcare professionals to resolve customer concerns and provide quality service.
- Managed multiple customers and responsibilities in a fast-paced environment while maintaining accuracy.

LMS CHAT AGENCY — Chat Moderator / Customer Support Operator

2020 – 2021 | Remote

- Managed high-volume customer conversations through live chat and messaging platforms.
- Responded promptly and professionally to customer messages while maintaining a positive customer experience.
- Handled multiple conversations simultaneously while maintaining accuracy and attention to detail.
- Identified customer concerns and provided appropriate responses or solutions based on established guidelines.

- Escalated situations requiring additional support or intervention to the appropriate team.
- Maintained accurate records and followed company procedures for customer interactions.
- Adapted communication style to different customers and situations while maintaining professionalism and confidentiality.

MEDFINITY PHARMACY — Intern Pharmacist

September 2025 – July 2026 | Lagos, Nigeria

- Provided customer-focused pharmacy services in a busy community pharmacy environment.
- Responded to customer questions and concerns and provided clear, professional information.
- Assisted customers with product and medication-related inquiries while ensuring appropriate service and communication.
- Maintained accurate records of transactions, prescriptions, customer requests, and pharmacy activities.
- Worked collaboratively with pharmacists, pharmacy technicians, and other staff to resolve customer issues.
- Handled customer interactions professionally, including complaints, concerns, and service delays.
- Managed multiple tasks simultaneously while maintaining accuracy and attention to detail.

EDUCATION

Enugu State University of Science and Technology (ESUT)

Bachelor of Pharmacy (B.Pharm.) | 2019 – 2024

CERTIFICATIONS & TRAINING

- Virtual Assistant Training — ALX
- Clinical Research Certificate — Alison
- Customer Service & Remote Work Skills
- Microsoft Office & Google Workspace

TECHNICAL SKILLS

Microsoft Office: Word, Excel, PowerPoint

Google Workspace: Google Docs, Sheets, Drive, Gmail

Other: Electronic Record Management, Data Entry, Digital Communication Platforms, Live Chat Systems

ADDITIONAL STRENGTHS

- Excellent written and verbal communication
- Strong attention to detail and organizational skills
- Empathetic, customer-focused, and professional
- Able to remain calm under pressure
- Fast learner and adaptable to new systems
- Comfortable handling confidential information
- Able to work independently in remote environments
- Comfortable working flexible and overnight schedules