

PRECIOUS CHISOM ONYENONACHI

Customer Service Representative | Customer Support | Client Relations

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PROFESSIONAL SUMMARY

Customer service and administrative professional with 3+ years of experience supporting customers, managing client communications, conducting outbound follow-ups, scheduling appointments, maintaining records, and supporting sales activities. Experienced in telemarketing, data entry, client relationship management, administrative coordination, and professional communication across phone, email, and digital channels. Seeking a remote customer service, customer support, client success, or client relations role where strong communication, organisation, follow-up, and problem-solving skills can contribute to customer satisfaction and business growth.

CORE SKILLS

Customer Service & Client Support • Customer Communication & Follow-up • Telemarketing & Outbound Calls • Appointment Scheduling • Client Relationship Management • CRM & Data Entry • Sales Support & Lead Follow-up • Email & Phone Communication • Administrative Support • Microsoft Office Suite • Problem Solving • Team Collaboration

PROFESSIONAL EXPERIENCE

Customer Service Representative / Telemarketer / Data Entry Specialist

Medichi Homes | Asaba, Nigeria | Oct 2024 – Present

- Conduct outbound calls and professional follow-ups with clients and prospects, supporting lead engagement and appointment scheduling.
- Respond to customer enquiries promptly and professionally, helping maintain positive client relationships.
- Maintain accurate customer records and complete high-volume data-entry tasks with attention to detail.
- Communicate product updates, promotions, and time-sensitive sales information to customers.
- Support daily administrative activities and keep client documentation organised and up to date.

Realtor / Administrative Officer

Green Field Properties | Asaba, Nigeria | Oct 2022 – Oct 2024

- Built and maintained relationships with clients and prospects through consistent communication and follow-up.
- Supported property sales through targeted social-media promotion and digital marketing activities.
- Recruited, onboarded, and trained marketing staff on sales strategies, property promotion, and client communication.
- Coordinated daily administrative activities and supported team performance monitoring.
- Maintained professional client interactions to build trust and encourage long-term relationships.

Teacher / HR Support

Dell International School | Asaba, Nigeria | Oct 2020 – Apr 2022

- Maintained regular communication with parents and guardians regarding student welfare and performance.
- Assisted with staff recruitment, onboarding, and HR administrative processes.
- Managed classroom records and maintained accurate, organised documentation.
- Supported conflict resolution and communication in a busy school environment.
- Delivered classroom instruction while managing multiple responsibilities and deadlines.

EDUCATION

B.Sc. Political Science and Public Administration

University of Uyo

CERTIFICATIONS

- Customer Service Excellence – Jobberman (Jan 2025)
- Soft Skills for Career Success – Jobberman (Jan 2025)

- Social Media Marketing – Jobberman (Dec 2024)
- Digital Marketing Certificate (2020)

LANGUAGES

English (Fluent) | Igbo (Native)