

JOHN AMARACHI REBECCA

Thomas estate ajah
+234 814 602 1083 • johnrebecca149@gmail.com

Objective

Organised, customer-focused and adaptable professional with experience in online sales, customer service, order processing and customer relations. Skilled in billing, record keeping and coordinating deliveries, ensuring every order is accurate and reaches the customer on time. Communicates confidently both verbally and in writing across phone, email, chat and social media. Brings strong problem-solving, time-management and attention to detail, and handles multiple customer requests without losing accuracy. Works effectively both independently and as part of a team, and is committed to maintaining a professional and positive customer experience at every touchpoint. Eager to contribute to an organisation that values reliability, continuous improvement and practical solutions to everyday challenges.

Work Experience

ONLINE SALES REPRESENTATIVE, GUEST EXPERIENCE & CUSTOMER SERVICE PERSONNEL

09/2022 – 2026

Eatwithmimi Restaurant – Lagos, Nigeria

- Respond to customer inquiries and provide assistance through phone, email, chat and social media while maintaining professional and courteous communication.
- Identify and process customer orders accurately, confirming product availability and assisting customers with product information and suitable alternatives where required.
- Process customer billing and ensure order details are accurately recorded, while managing multiple customer requests and maintaining strong attention to detail.
- Follow up on orders and coordinate with the logistics desk, monitoring each order from placement to delivery and working with team members to resolve order-related issues.

SALES ATTENDANT

2020 – 2022

OK Foods – Lagos, Nigeria

- Worked toward individual and team sales targets by promoting products, suggesting alternatives and upselling items to customers.
- Operated cash registers, handled cash and card transactions and issued receipts accurately for every customer purchase.
- Processed returns and exchanges according to store policies while answering customer questions about product features and benefits.
- Tracked stock levels, reported low or out-of-stock items and assisted with inventory counts to keep the store well supplied.

SALES DISTRIBUTOR (ENTREPRENEUR)

2018 – 2020

Self-Employed – Lagos, Nigeria

- Sold and distributed soft drinks to wholesalers and retailers, maintaining regular supply to customers across the wholesale and retail market.
- Developed and implemented strategies to attract and retain customers and drive sales growth across the wholesale and retail customer base.
- Managed direct relationships with wholesale and retail customers to sustain repeat business and steady distribution of products.

- Handled the day-to-day running of the distribution business independently, from customer engagement and order handling to product sales.

References

Available On Request

Education

West African Senior School Certificate (WAEC)

Mercy Field Senior Secondary School – Lagos, Nigeria

Ahmadu Bello University, Zaria, Kaduna

Glory Land Primary School – Lagos, Nigeria

Other Activities

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