

SUNDAY VERONICA IFEOMA

Customer Care Representative/Support

CONTACT

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48, Ajeniya Street, Obalende, Ikoyi, Lagos.

EDUCATION

Lagos State University of Science and Technology (LASUSTECH)
B.Sc. Mass Communication | 2021 – 2024.

Mount-Cedar Educational Centre, Edo State.
Senior School Leaving Certificate (SSCE) | 2006 – 2013.

SKILLS

- Customer Management
- Customer Acquisition & Retention
- Brand Marketing & Promotion
- Market Research & Competitor Analysis
- Relationship Building & Negotiation
- Digital & Offline Marketing Campaigns
- Presentation & Communication Skills
- Team Collaboration & Leadership

LANGUAGES

English: Fluent

REFERENCE

Available on request

PROFILE SUMMARY

Results-driven Customer Care Representative with strong experience in customer engagement, relationship management, brand promotion, and market research. Skilled in delivering exceptional customer support, addressing client enquiries, resolving issues efficiently, and maintaining positive customer relationships. Demonstrates strong communication, negotiation, problem-solving, and interpersonal skills, with a proven ability to understand customer needs and provide effective solutions. Committed to enhancing customer satisfaction, strengthening brand loyalty, and contributing to overall business growth through excellent service delivery.

WORK EXPERIENCE

Customer Care Representative

- Glovo, Lekki Phase 1, Lagos . **2024 – Present**
- Respond to customer inquiries and resolve issues promptly, ensuring high client satisfaction.
 - Promoted company services, leading to improved customer loyalty.
 - Processed sales orders, returns, and exchanges while maintaining accuracy.

Front Desk & Customer Support

- Toga Travels, Ikeja, Lagos **2023 – 2024**
- Promoted travel packages and managed client bookings and reservations.
 - Increased customer retention by providing tailored solutions.
 - Handled inquiries and maintained sales records and client databases.

Brand Marketer

- Cash and Carry, Lekki Phase 1, Lagos **2021 – 2023**
- Led promotional campaigns that boosted brand awareness and customer engagement.
 - Conducted market research and collaborated with creative teams on advertising.
 - Increased sales through effective customer interaction and upselling strategies.