

# VICTORIA NWAZURUAHU

## CUSTOMER CARE REPRESENTATIVE

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## PROFESSIONAL SUMMARY

Customer-focused Administrative Professional with over five years of experience delivering exceptional customer service, managing client relationships, coordinating administrative operations, and resolving enquiries in fast-paced environments. Experienced in handling client communications, maintaining accurate records, and providing professional support while ensuring high customer satisfaction.

Recognized for excellent written and verbal communication, strong organizational skills, and the ability to work independently in remote and hybrid environments. Adept at multitasking, problem-solving, and using digital collaboration tools to provide seamless customer experiences. Passionate about helping customers and contributing to the success of international organizations.

## EXPERIENCE

### CLIENT & PROPERTY RELATIONSHIP MANAGER

ZELDON GLOBAL PROPERTIES LTD, ABUJA. 2023 – 2025

- Managed customer enquiries from over 200 tenants across more than 30 residential properties.
- Responded promptly to client concerns and coordinated timely issue resolution, improving tenant satisfaction.
- Maintained accurate customer records, tenancy documentation, and payment information.
- Built strong professional relationships with tenants, contractors, and stakeholders through effective communication.
- Coordinated maintenance requests and ensured customers received timely updates.
- Analyzed occupancy and operational data to improve service delivery and reporting.
- Managed multiple priorities while maintaining professionalism and confidentiality.

### ADMIN MANAGER, BURSAR & EDUCATOR

REDEEMER'S HERITAGE SCHOOL, MAIDUGURI, BORNO STATE. 2020 – 2023

- Served as the first point of contact for parents, students, staff, and visitors.
- Responded professionally to enquiries via phone, email, and in person.
- Maintained accurate student and financial records while ensuring confidentiality.
- Assisted with admissions and administrative processes that contributed to an increase in student enrollment from 325 to 436 within two years.
- Coordinated daily administrative operations and supported management with scheduling and correspondence.

- Resolved customer concerns efficiently while maintaining excellent relationships with parents and stakeholders.

## **BUSINESS OPERATIONS ASSISTANT**

### **FAMILY RETAIL BUSINESS**

- Managed customer enquiries and daily sales operations.
- Assisted customers in selecting products and resolving complaints.
- Built lasting relationships that encouraged repeat business.
- Maintained inventory records and sales documentation.
- Processed transactions accurately while delivering excellent customer service.

## **EDUCATION**

**JANUARY 2020**

**BACHELOR OF TECHNOLOGY IN COMPUTER SCIENCE**, LADOKE AKINTOLA  
UNIVERSITY OF TECHNOLOGY, OYO STATE.

## **CERTIFICATIONS**

- Advanced Forward Program – McKinsey
- Project Management Certification
- ALX AI Career Essentials
- Google Digital Skills
- Data Analysis (In Progress – ALX)

## **CORE SKILLS**

- Customer Relationship Management
- Customer Service & Customer Support
- Complaint Resolution
- Excellent Written & Spoken English
- Microsoft Office Suite
- Google Workspace
- Problem Solving
- Data Entry & Database Management
- Email, Phone & Chat Support
- Active Listening
- Remote Work & Virtual Communication
- Administrative Support
- Record Keeping & Documentation

## **TECHNICAL TOOLS**

- Microsoft Word
- Microsoft Excel
- PowerPoint
- Microsoft Teams
- Google Docs
- Google Sheets
- Google Drive
- Google Meet
- Zoom
- Slack
- Email Management

- CRM Fundamentals
- Data Entry

## **SOFT SKILL**

- Analytical Thinking
- Attention
- Adaptability
- Time Management
- Collaboration
- Communication
- Problem Solving

## **ADDITIONAL INFORMATION**

- Excellent written and spoken English
- Strong internet literacy and ability to learn new software quickly
- Comfortable working independently in a remote environment
- Available for full-time remote work
- Customer-focused with excellent interpersonal skills
- Strong attention to detail and confidentiality