

ZAKKA ILIYA PESPES

Customer Care Executive | Remote Customer Support | Fashion & E-commerce

+234 814 112 4810 | +234 916 032 3230 | patiliya48@gmail.com | Gwarinpa Estate, Abuja, Nigeria

Available to work US business hours (night shifts, Nigeria time) | Own laptop and reliable internet connection

PROFESSIONAL SUMMARY

I have several years of customer service experience in fashion retail, handling customer questions, orders, payments and complaints. I currently work in a formal wear business, so I'm familiar with men's suits, sizing, styles and fit, as well as handling returns and refunds. I'm patient with customers, especially when they are frustrated, and I focus on solving the issue properly without creating more back and forth. Strong communication skills with a good understanding of customer service and menswear.

CORE SKILLS

- Handling customer enquiries by phone, email, and in person
- Product knowledge in formalwear for men and women: fit, fabric, and style
- Taking customers through orders and payments, then arranging and following up on delivery
- Handling returns, exchanges, and refunds according to company policy
- Maintaining accurate records of customer interactions
- Coordinating with a team to get customer issues resolved
- Comfortable learning new software and computer systems quickly
- Reliable, punctual, and able to work independently with minimal supervision
- Fluent, clear spoken and written English
- Fluent in Hausa, spoken and written

WORK EXPERIENCE

Front Desk / Customer Care Executive | *Modish Formals* May 2026 – Present

- Handle customer enquiries about made-to-order formalwear for men and women, including fit, fabrics and style options.
- Help customers through the ordering and payment process, arrange delivery and follow up to make sure orders are received as expected.
- Handle returns, exchanges and refunds according to company policy, helping customers find a fair solution to their concerns.
- Respond to customer messages and calls, and keep accurate records of customer interactions and orders.
- Handle customer information with discretion and know when an issue needs to be escalated.
- Manage day-to-day customer service tasks independently and prioritise urgent requests.

Front Desk Associate | *Unique Fashion, Abuja* Oct 2024 – Apr 2026

- Answered customer questions about clothing, sizing and product availability in a busy retail environment.
- Processed payments, arranged deliveries and followed up with customers to make sure orders arrived as expected.
- Handled returns, exchanges and refunds while following company policies and helping customers resolve their concerns.
- Kept customer records and followed up when requested or out-of-stock items became available.
- Scheduled staff shifts and client appointments and adjusted the calendar when needed.
- Handled phone calls, in-person enquiries and day-to-day customer correspondence.

Merchandiser | *Gavia* 2020 – 2021

- Checked stock regularly and passed customer feedback and product concerns to the supervisor.
- Coordinated with the team on restocking to help resolve product availability issues.
- Took part in stocktaking and kept inventory records accurate.
- Checked product condition and expiry dates, documenting and removing damaged stock when necessary.

Brand Representative | *Trade with Henry Denis (TWHHD)* 2020

- Answered questions from event visitors and directed them to the right information or team member.

- Worked with the team to resolve issues and keep events running smoothly.
- Recorded attendance and customer feedback and prepared the information after each event.

EDUCATION

B.Sc. Library and Information Science

University of Cross River State, Calabar, 2023

Senior Secondary Certificate (WAEC)

Intelligencia Academy, Suleja, Niger State, 2016

REMOTE WORK READINESS

- Own laptop and a reliable, high-speed internet connection
- Available and comfortable working US business hours / night shifts from Nigeria
- Quiet, dedicated space for handling customer calls professionally

LANGUAGES

English (Fluent) | Hausa (Fluent) — Referees available on request.