

NSOFOR CHISOM

Customer Service Representative | Sales & Marketing Professional

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PROFESSIONAL SUMMARY

Results-driven customer service and sales professional with experience in customer relations, marketing, and business development. Skilled in building strong client relationships, improving customer satisfaction, coordinating marketing initiatives, and supporting revenue growth.

CORE SKILLS

- Customer Relationship Management
- Customer Service & Support
- Sales & Marketing
- Team Collaboration
- Problem Solving
- Strategic Planning
- Communication & Negotiation
- Brand Promotion
- Active Listening
- Adaptability & Multitasking

PROFESSIONAL EXPERIENCE

Customer Service Representative – Sommafragrance (2025 – Present)

- Handle customer inquiries and ensure timely product delivery to improve customer satisfaction.
- Support marketing and promotional activities to increase customer engagement and brand awareness.
- Collaborate with team members to maintain efficient daily operations and quality service delivery.
- Assist in maintaining consistent brand communication across customer channels.

Marketing Manager – Akuyor Nig Ltd (2023 – 2024)

- Engaged potential and existing customers to provide information on products and services.
- Coordinated marketing campaigns that contributed to increased sales and business visibility.

- Worked with a team to execute advertising strategies that significantly improved company sales performance.
- Built and maintained positive customer relationships to encourage repeat business.

Sales Representative / Personal Assistant – His Mercy Venture (2017 – 2020)

- Supported sales operations and customer communication to enhance client satisfaction.
- Assisted in implementing marketing strategies aligned with business goals.
- Maintained organized records, schedules, and administrative support for daily operations.
- Contributed to team efforts in achieving sales targets and improving customer retention.

EDUCATION

Bachelor of Science (B.Sc.) in Sociology

Houdegbe North American University, Benin Republic | 2013 – 2016

NYSC

Completed | Ministry of Human Affairs, Delta State (2021 – 2022)

LANGUAGES

English – Fluent