

CHINAZO BARBARA CHIGERE

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PROFESSIONAL SUMMARY

Detail-oriented Customer Service Specialist with over 4 years of experience delivering exceptional support via phone, email, and live chat. Skilled in Salesforce, CLM, and in-house CRM systems, with proven ability to handle high-volume inquiries (90+ calls and 30 chats daily) while maintaining a 90%+ Customer Satisfaction Score. Recognized for working smart, quick learning, and applying data analysis skills to improve service delivery.

KEY SKILLS

- Customer Service & Clear & Concise Communication: Live chat handling, email etiquette, empathy, escalation handling & conflict resolution, upselling
- Technical Tools: Salesforce, CLM, CRM systems & Live Chat Platforms, Microsoft Office Suite, Google Workspace
- Performance Abilities: Multitasking, accuracy in data entry, adherence to SLAs, KPI achievement
- Remote Collaboration (Slack, MS Teams, Zoom)
- Customer Satisfaction (CSAT) Optimization
- Remote Work Setup – Laptop, High-Speed Internet, Constant Power
- Data Skills: Data analysis, reporting, and performance tracking

WORK EXPERIENCE

Call Centre Agent – MTN MoMo (Mactay Consulting, Lekki, Lagos) (01/2024 – Present)

- Resolved an average of 90+ calls and 30 chats daily with a consistent 90%+ CSAT rating.
- Provided product/service information, processed account updates, and handled technical troubleshooting.
- Documented customer interactions in CLM, and in-house CRM systems with 100% accuracy.
- Upsold and cross-sold services, contributing to monthly sales targets.

Sales/Financial Advisor – AXA Mansard Insurance Company, Lekki, Lagos (06/2023 – 01/2024)

- Developed and implemented sales strategies, achieving set targets and expanding client base.
- Used CRM systems like Salesforce to manage client information and generate sales reports.
- Provided tailored financial solutions based on client needs analysis.

Operations Manager – Extreme Mutual Technique Limited, Lekki, Lagos (01/2022 – 05/2023)

- Managed budgets, vendor contracts, and operational resources to improve efficiency.
- Applied data analysis to optimize procurement and inventory management.

Front Desk/Customer Care Representative – Extreme Mutual Technique Limited, Lekki, Lagos (07/2019 – 03/2020)

- Responded to customer inquiries via phone, email, and in person with professionalism and empathy.
- Used customer service software to track and resolve issues, reducing resolution time by 20%.

EDUCATION

B.Sc. Banking & Finance – Abia State University, Uturu, Abia State (2017)

CERTIFICATIONS

- Data Entry Certification
- Jobberman Soft Skills Certification
- Microsoft Office Suite Certification
- Professional Ethics Certification