

# Dorcas Onyekwere

**Date of Birth:** 02 September 1999

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## Professional Summary

Dynamic and results-driven professional with over six years of experience in customer service, sales, and telecommunications. Proven track record in achieving targets and improving customer satisfaction. Eager to leverage skills and experience in a challenging role to contribute to the success of a forward-thinking organization.

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## Education

### National Diploma

*Year of Completion: 2023*

### SSCE

Garkuwa Secondary School Television

*Year of Completion: 2015*

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## Work Experience

### Globacom

*Customer Service Representative*

*2017 – 2020*

- Provided exceptional customer service and support.
- Resolved customer issues efficiently and professionally.
- Assisted in training new team members.

### La Buena Vida

*Sales Representative*

*2020 – 2021*

- Managed and grew a portfolio of clients.

- Achieved and exceeded sales targets.
- Conducted market research to identify new opportunities.

**Easybuy**

*Sales Consultant*

2022 – 2023

- Provided product information and recommendations to customers.
  - Maintained high levels of customer satisfaction.
  - Assisted in the development of sales strategies.
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**Skills**

- Strong communication and interpersonal skills.
  - Excellent problem-solving abilities.
  - Proficient in Microsoft Office Suite.
  - Experience with CRM software.
  - Ability to work under pressure and meet deadlines.
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**References**

Available upon request.

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