



CONTACT

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SKILLS

- Report Preparation
- Account Management
- Report Creation
- Microsoft PowerPoint
- Sales Expertise
- Microsoft Excel
- Active Listening
- Retail Sales Customer Service
- Customer Relations
- Microsoft Word
- Quality Control
- Product Promotion

LANGUAGES

- English
Advanced

PROFESSIONAL SUMMARY

Motivated team player experienced in providing exceptional customer service. Proven ability to remain calm and professional in high-stress situations while being able to quickly and effectively resolve customer complaints. Possesses exceptional communication, organizational and multitasking skills. Committed to providing the highest quality service and creating a positive customer experience. Hardworking candidate skillful in providing excellent customer service. Proven track record of resolving customer issues in a timely manner while upholding the highest standards of customer satisfaction. Extensive experience in using multiple communication channels, including phone, email, and web chat. Strong interpersonal skills, and an ability to lead and motivate a team to success.

EXPERIENCE

May 2022 - Present

Customer Service Representative

Naija Beauty, Lagos

- Handled customer complaints and inquiries in a courteous and efficient manner
- Provided exceptional customer service to ensure customer satisfaction
- Maintained a high level of professionalism when dealing with difficult customers
- Developed strong customer relationships and loyalty through effective communication
- Maintained knowledge of company products to provide helpful suggestions and recommendations to customers
- Responded to telephone inquiries and complaints following standard operating procedures
- Greeted customers by name and displayed respectful attitude, helping develop rapport with customer base and build lasting relationships.

EDUCATION

July 2023

Diploma in Human Resources Management

JOINT PROFESS TRAINING AND SUPPORT, Lagos

January 2023

Diploma in Project Management

JOINT PROFESS TRAINING AND SUPPORT, Lagos

January 2019

Bachelor of Science (B.S.) in Management in Management

Global Wealth University, Lome