

IFEYINWA CONSTANCE EKEZIE

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Education

Bachelor of Arts: Honors in French Studies
University of Calabar - Cross River State, Nigeria

05/2004

Work History

Customer Service Representative/Shipping Supervisor

09/2021 to 07/2023

Motivating Graphics – Haslet, Texas

- Managed customer inquiries, product information, and order processing; consistently ensured satisfaction through effective problem-solving.
- Utilized bilingual proficiency to serve both English and French-speaking customers, enhancing communication and service quality.
- Directed comprehensive shipping operations, including inventory reconciliation, order invoicing, and cross-team collaboration.
- Spearheaded staff recruitment and training, partnering closely with the shipping manager for streamlined operations.
- Established and maintained new customer accounts while collaborating with Customer Service, Quality Assurance, and Inventory Control teams.

Customer Service & Marketing Representative

03/2010 to 08/2021

Swiss Pump Company AG – Thun, Switzerland

- Demonstrated linguistic expertise by attending to French-speaking clients, fostering relationships, and acting as a liaison for customers, ambassadors, and business partners.
- Achieved sales exceeding \$200,000 within a year, leveraging insights from monitoring market trends and competitors.
- Facilitated sales transactions, gathered feedback, and followed up on clients to drive business growth and ensure satisfaction.
- Collaborated with accounting teams, ensuring precise financial transactions, order processing, and contract negotiations.
- Proactively monitored and analyzed competitor activities, including pricing, new products, and delivery schedules.
- Provided expert recommendations on product selection, specifically tailored to individual client needs, bolstering customer rapport and trust.
- Addressed and resolved customer complaints through in-depth investigations, effectively communicating findings and recommendations to management.

French Teacher

06/2008 to 03/2010

Imperial Gate School – Lagos, Nigeria

- Expertly mentored students from diverse backgrounds in French, adapting methodologies for optimized learning experiences.
- Leveraged a variety of teaching techniques to cater to individual learning styles, ensuring comprehensive grasp.
- Organized and led extracurricular cultural events, enriching students' understanding of contemporary French life.
- Imparted deep insights into French culture, enhancing students' holistic appreciation and comprehension.

Bilingual Customer Service Account Representative (English/French)

04/2007 to 06/2008

Eauxwell Nigeria Limited – Lagos, Nigeria

- Advised French-speaking clients on tailored water pump solutions, ensuring precise alignment with unique needs.
- Spearheaded comprehensive market research, harnessing insights to refine sales strategies and elevate customer experiences.
- Facilitated seamless transactions by bridging communication between clients and accounting, leveraging multiple platforms.
- Bolstered customer loyalty with targeted appreciation initiatives, informed by regular feedback and strategic market travels.

French Teacher

03/2006 to 03/2008

Federal College of Education – Katsina, Nigeria

- Upheld curriculum standards, innovating teaching methods to boost language acquisition and student engagement.
- Consistently updated lesson plans and monitored student progress, ensuring optimal learning outcomes.
- Handpicked students for the Niger Republic exchange program, resulting in top-tier performance in French studies.
- Orchestrated cultural events, enriching students' immersion in and understanding of French culture and language.

Business Development Executive

06/2004 to 06/2006

Phonafrik Limited – Lagos, Nigeria

- Screened potential business deals by analyzing market strategies, deal requirements, potential, and financial, evaluating options and resolving internal priorities.
- Orchestrated successful closure of new business deals through meticulous coordination of requirements, skillful contract development, and effective negotiation, seamlessly aligning contract stipulations with overall business operations.
- Methodically assessed prospective business deals by conducting comprehensive evaluations of market strategies, deal prerequisites, growth potential, and financial implications, skillfully weighing alternatives and adeptly reconciling internal priorities.

Skills:

Professional Proficiency (French)	JavaScript	Financial Literacy
Professional Proficiency (Spanish)	HTML	Customer Relationship Management
Customer Service	CSS	Problem-solving
Telecommunication	Microsoft Suite	Sales and Negotiation
Marketing	Multicultural Sensitivity	Business Management