

KINDNESS CHETACHI ORAEGBULEM

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SUMMARY:

Dedicated and detail-oriented Customer Service Assistant with 2 years of experience in providing exceptional support to customers. Proven ability to handle inquiries, resolve problems, and ensure customer satisfaction. Adept at utilizing communication skills and technology to deliver outstanding service.

SKILLS:

- Excellent communication and interpersonal skills
- Proficient in using customer service software and CRM systems
- Strong problem-solving abilities
- Ability to handle high-pressure situations and remain calm
- Active listening and empathy
- Multitasking and organizational skills
- Knowledge of [industry-specific knowledge, e.g., retail, hospitality, etc.]

WORK EXPERIENCE:

Customer Service Assistant, May 2021- June 2023

Kedak Enterprise, Ojo, Lagos Nigeria

Programs;

- Provide courteous and efficient customer support via phone, email, and in-person interactions.
- Respond to customer inquiries, resolve issues, and ensure customer satisfaction.
- Utilize CRM software to track, prioritize, and document customer interactions and issues.
- Collaborate with team members to identify opportunities for process improvement and enhance customer experience.
- Assist with [specific tasks or responsibilities related to the role, e.g., order processing, returns, etc.].

PROFESSIONAL CERTIFICATION:

- Understanding Your Role
- Safeguarding and Protection

EDUCATION:

- National Youth Service Corps (NYSC)
- B.A International Studies & Diplomacy
- Senior secondary school certificate (SSCE) First school leaving certificate

HOBBIES:

I enjoy working with people, listening to music, relating with family and friends, watching movies and going for walks.

References:

Available upon request.