



OKEKE Chibuikem Stanley

Customer service representative

Summary

Result driven, passionate about delivering top tier service and contributing to team success. Skilled in handling high volume tasks with a high level of customer satisfaction. With over 5+ years of experience in people management, strong problem solving skills and high adaptability level in new environments.

CONTACT

Phone

+33 75 23 60 794

Email

chistan@gmail.com

Address

41 rue haute carrière, Gagny

SKILLS

- Strong oral and written communication proficiency
- Good Data-driven approach to enhancing marketing performance
- Excellent presentation / facilitating
- Problem solving
- Good interpersonal and leadership
- High proficiency in computer operations (blog technology)
- Microsoft Office Suite, Canva, etc)
- Adaptability

LANGUAGE

English

Basic French(learning)

REFERENCES

Donatus Obelle

Donclimax Venture Limited

Donclimax77@yahoo.com

+234 7033134000

Vivian Ugobuaku

Vuctech1@gmail.com

+234 9068857719

WORK EXPERIENCE

HYBRID

SPADE TELECOMMUNICATION AND IT / Lagos, Nigeria 2023 - 2024

- Identified and engaged prospective clients to promote products and services, driving brand awareness through strategic use of social media. Supported overall operations by assisting with additional tasks as assigned by management.

MANAGING DIRECTOR

KEMSTAN FARMS LIMITED / Awka, Nigeria 2020

- Managed all phases of livestock production, from breeding to sale, ensuring operational efficiency and compliance with health and safety regulations. Oversaw procurement and sales to optimize enterprise performance.

MANAGING DIRECTOR

CALISTAN VENTURES LIMITED / Lagos, Nigeria 2020

- Overseeing the strategic, operational, financial and business development of the company. Managing the freight forwarding process of the company.

CUSTOMER CARE REPRESENTATIVE

DONCLIMAX VENTURES NIGERIA LIMITED / Lagos, Nigeria 2018 - 2022(Hybrid)

- Managed customer interactions and optimized product usage to ensure satisfaction while maintaining accurate account records and documentation.

IT PERSONNEL-INTERN

VUC TECH / Lagos, Nigeria 2016 - 2018

- Strategic planning and budgeting, leading IT teams and projects and also ensuring IT aligns with business objectives.

EDUCATION

MBA International business mgt.

ISTEC Business School Paris / 2024

- International Business Management

Virtual Assistant

- West Africa Association of Customer Service Professionals / November 2024
- Virtual Assistant Fundamentals

CRM Training Certificate

West Africa Association of Customer Service Professionals / November 2024

- CRM Software tools

B.Sc Economics

ISCOM University, Benin Republic / 2022

- Second Class Upper Division - 3.62

West African Senior School Certificate

- Seat of Knowledge International College / 2012

CRM Training Certificate

West Africa Association of Customer Service Professionals / November 2024

- certified customer service professional.