

# Nwele Uchechukwu Clara

Highly motivated and customer-focused Customer Service Representative with four years of experience in diverse service environments. Proven ability to build rapport with customers, resolve issues efficiently, and contribute to positive customer experiences. Adaptable and eager to leverage skills in communication, problem-solving, and customer relationship management in a new opportunity.

## Work Experience

### **Customer Service Representative, Sanctuary by WH**

September 2022 - Present

- Served as the primary point of contact for clients, managing inquiries via phone, email, and in-person.
- Scheduled appointments, managed the salon's booking system, and confirmed client details.
- Processed payments accurately and efficiently using POS systems.
- Addressed and resolved client concerns and complaints in a professional and timely manner.

### **Administrative Assistant, Excellent Touch Dry Cleaner**

Jan, 2021 to July 2022

- Greeted customers and processed incoming and outgoing dry cleaning orders.
- Accurately tagged and tracked garments to ensure proper handling. Handled customer inquiries regarding services, pricing, and turnaround times.
- Resolved customer issues related to garment quality or service delays 15%.
- Managed payments and maintained accurate transaction records. Ensured the efficient flow of customer orders through the cleaning process.

### **Customer Service Representative, Wondrous Hair Salon**

Feb 2018 - December 2019

- Served as the primary point of contact for clients, managing inquiries via phone, email, and in-person.
- Scheduled appointments, managed the salon's booking system, and confirmed client details.
- Addressed and resolved client concerns and complaints in a professional and timely manner.
- Provided information on salon services, pricing, and promotions.

## **Educational Background**

### **Bachelor of Science in computing**

National Open University

Aug 2013 - present .

### **Sarmlife Digital Training School**

#### **Certification/Short Courses**

- Certified Social Media Management
- Certified Content Creation
- certified Data Analyst
- Certified Content Writer.
- Certified Digital Marketing specialist

## **Skills**

### **Technical Skills**

- Risk Management
- Graphic Design
- critical thinker
- active communicator
- Active Listening\*\*
- CRM
- Data Entry
- Appointment Scheduling

### **Tools/Software**

- Scheduling software
- Capcut
- Canva
- Google Docs
- Google Drives
- WPS

### **Languages**

- English (Fluent)
- igbo

### **Contact**

clarauchekwu1@gmail.com

### **Reference**

Availabe upon request