

Victor Ezendu

📍 Winnipeg, Manitoba, Canada ✉ ezenduvictor.i@gmail.com ☎ 2046886848

SUMMARY

Experienced customer service professional with over four years of proven success in delivering exceptional support across diverse industries. Skilled in effective communication, problem-solving, and building strong customer relationships. Seeking opportunities to leverage expertise and drive positive customer experiences.

EXPERIENCE

Customer service sales representative

Ralph Lauren

07/2023 - 04/2024, Winnipeg, Manitoba

- Greet customers warmly upon entry to create a welcoming and inviting shopping environment.
- Engage with customers actively to understand their needs and preferences.
- Provide personalized assistance and product recommendations.
- Demonstrate excellent salesmanship by confidently presenting products.

Customer service representative

Winnipeg Football club

08/2019 - 11/2023, Winnipeg, Manitoba

- Greeted fans and patrons with enthusiasm and warmth.
- Provided exceptional customer service.
- Collaborated closely with colleagues across various departments.

Customer service Representative

Loblaw (Real Canadian Superstore)

09/2021 - 10/2022, Winnipeg, Manitoba

- Proactively identified and resolved customer concerns and issues.
- Demonstrated excellent customer service skills.
- Took the initiative to learn about products and services.

Call Centre representative

Telesolutions

04/2019 - 10/2019, Winnipeg, Manitoba

- Demonstrated exceptional customer service skills.
- Developed a comprehensive understanding of products or services.
- Acquired sales techniques and demonstrated the ability to identify potential sales opportunities.

EDUCATION

Bachelor of Science in Computer Science

University of Manitoba. • Winnipeg, Manitoba • Unknown

High School Diploma

Henna-Teck International College • Lagos, Nigeria.

SKILLS

Effective Communication. Active Listening. Empathy. Patience. Teamwork.

Conflict Resolution. Stress Management. Problem Solving.

Proficient in CRM software. Technical Proficiency. Typing Proficiency. Attention to detail.

Retail Sales. Customer Service. Payment Collection. Total Payment Calculation.

Accounting Softwares. Shipment Procedures. Computer Proficiency. Microsoft PowerPoint.