



Victor Ezendu

Professional 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. Known for patience, professionalism, and attention to detail. Seeking opportunities to leverage expertise and drive positive customer experiences in a dynamic environment.

Work History

Ralph Lauren – Customer service sales representative

07/2023 – 04/2024

- Greet customers warmly upon entry to create a welcoming and inviting shopping environment, ensuring they feel valued and comfortable from the moment they step into the store.
- Engage with customers actively to understand their needs and preferences, utilizing strong communication skills to establish rapport and build a connection.
- Provide personalized assistance and product recommendations based on customers' preferences, needs, and style, effectively utilizing product knowledge to highlight key features and benefits.
- Demonstrate excellent salesmanship by confidently presenting products, emphasizing their quality, style, and suitability to meet customers' requirements, ultimately driving sales, and maximizing revenue.

Winnipeg Football club – Customer service representative

08/2019 – 11/2023

- Greeted fans and patrons with enthusiasm and warmth, always ensuring a friendly and welcoming atmosphere to enhance their experience at Winnipeg Football Club events.
- Provided exceptional customer service by actively engaging with customers, addressing their inquiries, and assisting with purchases, ticket sales, and inquiries about events and promotions.
- Collaborated closely with colleagues across various departments, including ticketing, concessions, and security, to coordinate efforts and ensure seamless service delivery, contributing to the overall success of events.

✉ ezenduvictor.i@gmail.com
☎ 204-688-6848
📍 Winnipeg, Manitoba, Canada R2M 1S5

Skills

- Effective Communication.
- Active Listening.
- Conflict Resolution.
- Proficient in CRM software.
- Empathy.
- Patience.
- Stress management.
- Technical Proficiency.
- Retail Sales Customer Service.
- Typing Proficiency.
- Attention to detail.
- Teamwork.
- Problem Solving.

Education

Secondary - Henna-Teck INTL. College,
Lagos, Nigeria.

Post-Secondary - University of
Manitoba, Winnipeg, MB

Loblaws (Real Canadian Superstore) – Customer service Representative

09/2021 - 10/2022

- Proactively identified and resolved customer concerns and issues related to pricing, demonstrating strong problem solving and conflict resolution skills.
- Demonstrated excellent customer service skills by checking and confirming prices of goods for customers, resulting in increased customer satisfaction and loyalty.
- Took the initiative to learn about products and services offered by the store, enabling me to provide knowledgeable and helpful assistance to customers.

Telesolutions – Call Centre representative

04/2019 - 10/2019

- Demonstrated exceptional customer service skills by effectively resolving inquiries, complaints, and providing accurate information to callers in a timely and professional manner.
- Developed a comprehensive understanding of products or services offered by the organization.
- Effectively communicated features, benefits, and usage instructions to customers, resulting in increased customer satisfaction and sales
- Acquired sales techniques and demonstrated the ability to identify potential sales opportunities during customer interactions.
- Successfully upsold and cross-sold products or services to increase revenue.

