**Mercy Christopher Okocha**

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| **North York, Toronto, ON | mercychris026@gmail.com | (289) 775-3074** |

**Customer Service**

A Dedicated and results-driven student with a vital customer service and community engagement background. Seeking a Customer Service role in Canada to leverage my interpersonal skills, program management expertise, and commitment to fostering positive relationships.

**Key Strengths**

* Communication
* Teamwork
* Dependability
* Adaptability
* Leadership
* Problem-solving
* Time Management
* Multi-tasking

**Highlights of Qualifications**

* Extensive experience engaging clients utilizing professional communication/customer service skills.
* Communicate, concisely, and correctly in written, spoken, and visual form.
* Respond to written, spoken or visual messages in a manner that ensures effective communication.
* Locate/organize and document information using appropriate technology and information systems.
* Analyze, evaluate, and apply relevant information from a variety of sources.
* Show respect for diverse opinions, values, belief systems and contributions of others.
* Interact with others in groups or teams in ways that contribute to effective working relationships.

**Education**

**Computer Programming** - Niagara College Toronto School of Management, Toronto, ON **09/2023 - Present**

**Bachelor of Education (Business Education)** – Cross River University of Technology, Nigeria **2020**

**Professional Development**

**Customer Service Training** - Completed a comprehensive training program focused on enhancing communication and problem-solving skills. – Nigeria, 2021

**Social Media Management Course** - Developed proficiency in managing social media platforms for effective online communication. - Nigeria & 2017

**Work Experience**

**Customer Service Representative (Acme, Nigeria). 2020-2021**

* Provided exceptional customer service, addressing inquiries, and resolving issues in a timely and courteous manner.
* Demonstrated strong communication skills in both verbal and written interactions with customers.
* Maintained accurate records of customer interactions and transactions.
* Collaborated with team members to improve processes and enhance customer satisfaction.

**Ambassador Pro-Motions A Division Of T &L Food Merchandising Services Ltd Scarborough, Ontario Canada.**

* Providing feedback to the marketing and product departments regarding customers’ requests and reporting on competitors’ marketing activities.
* Educating customers and retailers on product assorted
* Promoting the various products offered by the organization to customers, contributing to sales and merchandising objectives.