

Onuora Chidimma Blessing

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PROFESSIONAL SUMMARY

- I am efficiency-driven and passionate about detailed and timely completion of assignments. Able to work independently as well as in a team. Quick learner with excellent communication and writing skills.

SKILLS

- Task Prioritization
- Multitasking
- Excellent verbal and written communication
- Problem resolution
- Creative thinking
- Research
- Lead generation
- Customer engagement
- Prospect management
- Cold calling
- Creative writing
- Formatting
- Microsoft office
- Editing and Proofreading

EXPERIENCE

January 2021 - July 2022

Jem Links Accessories, Agbani road, Enugu.

Virtual Assistant

- Maintain an efficient office environment by routing incoming and outgoing mail.
- Address inquiries within an area of expertise, escalating when necessary.
- Document payments and expenses to keep financial records current.
- Schedule, confirm, and rearrange internal meetings.
- Manage Email accounts, correspondence and Whatsapp accounts.
- Oversee appointment scheduling.
- Search multiple sources to locate desired information.
- Use Microsoft Word to compose, prepare and edit correspondence.
- Update office calendar with new meetings, events, and appointments to avoid overbooking.

January 2021 - July 2022

Jem Links Accessories, Agbani road, Enugu

Telemarketer

- Cold calling prospects to generate and qualify a high volume of leads.
- Use persuasive communication skills to market products and services.
- Document telemarketing activities and produce reports showing results against targets.
- Convince prospects to accept follow-ups and set up timely appointments for in-person sales.
- Works remotely to professionally handle high-volume of telemarketing calls.

- Use sources like telephone directories and lists purchased from other organizations to identify potential customers.
- Handle warm calls from interested individuals, quickly turning interest to sales.

January 2021 - July 2022

Jem Links Accessories, Agbani road, Enugu.

Lead Generator

- Improve product awareness through campaigns, seminars and social media advertisements.
- Develop relationships with potential clients by building rapport with them over the phone or via email.
- Coordinate with other departments within the company so that all leads are followed up on and dealt with appropriately.
- Generate sales leads by identifying potential clients and encouraging them to purchase products or services.
- Create and maintain a database of potential clients by collecting contact information such as names and phone numbers.
- Maintain relationships with potential clients by providing them with information about new products or services offered by the company.
- Identify opportunities to generate leads through research, such as surveys or focus groups.

August 2017 - October 2019

Active Technology Ltd., Enugu.

Customer Service Representative

- Resolved customer inquiries, complaints, and issues providing insightful solutions.
- Answered inbound calls to greet and assist customers with various needs and questions.
- Issued refunds, merchandise exchanges, and price adjustments in compliance with company policies.
- Built strong knowledge of product lines to assist customers in selecting products.
- Relayed new and relevant information to customers and followed up on promises.
- Routed inquiries or escalated calls outside area of expertise to appropriate department or employee.
- Advised customers on the status of merchandise ordered and arranged for pickup and delivery.
- Met productivity and quality KPI targets while delivering excellent customer experiences.

April 2016 - April 2017

Orientation Broadcasting Service, NYSC Camp Paiko, Niger State.

Writer

- Completed research on diverse topics to build information for accurate writing.
- Reviewed work in detail to correct factual errors and grammatical problems.
- Adapted tone and wording choice to successfully connect with different target audiences.
- Maintained updated understanding of the writing industry and genre trends to strengthen writing success and marketability.
- Examined content with editors to determine story shape and eliminate errors.
- Produced original, creative and error-free content by applying outstanding writing and editing skills.
- Used appropriate voice tones and diction to compose engaging content for audiences of various ages.
- Wrote articles, bulletins, sales letters, speeches and other related informative, marketing and promotional material.

EDUCATION

- **Federal University of Technology, Minna.**
2022
M.Sc Nutritional Biochemistry
- **Ebonyi State University, Abakaliki.**
2014
B.Sc Biochemistry

LANGUAGE

- English (Fluent)
- German (A1 Level)

