CHIKEZIE ENYINNAYA NWOKORO

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PROFESSIONAL SUMMARY: Resuits-driven and Client Focused Customer Service Representative with over a decade of experience across retail, financial services, hospitality and cooperate sectors.
Holds a B.Sc. in Marketing and Formal training in digital marketing combining expertise in customer relationship management, conflict resolution, client retention & enhancing customer satisfaction ratings, resolving complex inquires, and supporting business growth through effective service delivery and sales integration.

KEY SKILL:

Customer Support & Service Operation

- Inquiry and Dispute Resolution: Expertise in de-escalating customer complaints, root-cause to maintain high customer satisfaction scores.
- Escalating management: Proficient in triage protocols routing complex financial and service issues to appropriate internal department client communication
- Account & Workflow Support: Skilled client onboarding, account management, documentation verification and guiding customers through service procedures.

Communication & Client Relationship Management:

- Omnichannel Communication: Hands-on experience delivering customer care across voice(phone) digital channels (live chart, email) and face to face interactions.
- Active listening & Empathy: Strong interpersonal skills focused on understanding customer pain points, managing expectations and building long term brand loyalty.
- Client Retention & Consultative Advisory: Proven ability to educate client on financial and insurance products, conduct needs assessments and reduce chum through value-driven consultation

Marketing, Sales & Revenue Growth:

- Cross-selling & Upselling: Leveraging customer interactions to identify upsell opportunities for microfinance and insurance packages without compromising service quality.
- Digital communication & Lead Engagement: Utilizing digital marketing techniques to convert inquiries into qualified leads and manage online customer touch points.
- Customer feedback Integration: Colleting and structuring user feedback to aid internal teams in service and operational improvements.

Systems, Tools and Productivity

- CRM & Database Management: Experience Logging customer interactions, updating account records and maintaining data integrity in customer Relationship management database.
- Digital & Office Productivity: Proficient in Microsoft office suite(word, Excel, PowerPoint), email management platforms, and digital communication tools.

WORK EXPERIENCE:

Customer Service Personnel,
Guinness Nigerian Plc/ Aba Abia State, 04/2010

- Handing Incoming Customer Inquiries and vendor Communication regarding product availability and service delivery
- Recorded client complaints, escalated logistics or distribution issues and followed up to ensure full resolution
- Executed sales and marketing strategies to boost product visibility and customer engagement

- Promote company products, leading to increased customer interest and revenue growth
- Enhanced brand visibility by delivering targeted support for sales operations
- Manage customer relationship resolving complaints efficiently and effectively
- Collected market insights and customer feedback to refine brand positioning
- Supported distributions through calls and visits ensuring across to necessary tools for achieving sales targets.

Digital Marker,
Von Technologies Ltd/Port Harcourt, Rivers State, 2013-2014

- Engaged Prospective customers via digital platforms, providing product details and answering inquiry messages.
- Supported customer acquisition campaigns and tracked lead responses to improve marketing conversion rates.

Customer Service Representative, 10/2014-10/2022
Crunchies Fried Chicken Ltd Calabar, Cross-River State

- Managed front-of-house customer operations, order taking, feedback collection, and overall dining experience for a high-volume establishment
- Resolved customer complaint promptly to ensure brand loyalty and high service ratings.
- Trained and monitored new customer facing staff on hospitality standards, active communication, and dispute handing.
- Supervised daily front disk operations, ensuring seamless service delivery.
- Resolved customers issues efficiently significantly contributing to satisfaction levels.
- Trained new staff to improve customer engagement and retention.

Financial Advisor/Service Personnel
Sanlam Insurance Lagos Nig, 08/2023-06/2024

- Conducted financial consultations and educated policy holders on insurance packages, coverage details and claims procedures.
- Handed customers policy inquiries, processed renewals and addressed billing or claims complaints to drive client retention.
- Maintained detailed client account records in accordance with organizational compliance standards.

Customer Service Representative
Liberty Assured Microfinance bank, 04/2025-01/2026

- Managed primary customer interactions for financial inquiries, account updates, loan application guidance, and dispute resolution.
- Maintained high customer satisfaction by addressing service issues efficiently and minimizing response times.

EDUCATION & TRAINING

- B.Sc. in Marketing
  Abia State University, Uturu
- Certification in Digital Marketing
  Codar Tech African Institute

REFEREES:

- Mr. Ugochukwu Nwabufor
Tel: 08032855907

Mrs. Regina Okorouga
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