NWAFOR CHIDIMMA

CUSTOMER SERVICE | SALES | ADMINISTRATIVE SUPPORT

Oworoshoki, Lagos, Nigeria | 08118578801 | Chidimma015@gmail.com

PROFESSIONAL PROFILE

Hardworking and customer-focused professional with experience in reception duties, customer service and cash handling. Skilled in communicating with customers, handling enquiries and maintaining positive customer relationships. Eager to contribute strong communication and interpersonal skills to a sales-focused organisation.

WORK EXPERIENCE

Island Heights Hotel and Suites

Receptionist | 2025 – Present

- Welcomed guests and attended to enquiries professionally.
- Assisted with reservations and front-desk activities.
- Responded to customer requests and provided assistance.
- Maintained a welcoming and organised reception environment.

Brisk Lagos

Cashier | 2023 – 2025

- Processed customer payments and handled cash transactions.
- Assisted customers with purchases and enquiries.
- Maintained accuracy when handling payments.
- Delivered friendly and professional customer service.

EDUCATION

Agbowa Community Senior Grammar School — SSCE | 2012 – 2017

Dominion International Primary School — First School Leaving Certificate | 2004 – 2012

KEY SKILLS

Customer service • Communication • Customer relationship management • Sales and persuasion • Cash handling • Problem-solving • Teamwork • Time management • Adaptability

LANGUAGES

English and Igbo

INTERESTS

Reading, music and cooking

REFERENCES

Available upon request