EMMANUEL CHIGOZIE IHEZIE

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PROFESSIONAL SUMMARY

Customer service and administrative professional with over four years of experience in client support, front desk administration, and business operations. Skilled in client communication, record keeping, documentation, data entry, and coordinating daily operations to ensure efficient service delivery. Recognized for strong organizational abilities, attention to detail, and a customer-focused approach to problem-solving. Adaptable, collaborative, and capable of managing multiple priorities in fast-paced environments. Eager to contribute to a dynamic organization while building a successful career in business operations and client service.

WORK EXPERIENCE

Customer Service Representative (CSR) *2021-2023*

Fifi Stores, Lagos

- Assisted customers with product selection and purchase decisions, ensuring a positive customer experience.
- Processed an average of 20–30 customer transactions daily with accuracy and efficiency.
- Maintained inventory records and monitored stock levels to support business operations.
- Prepared and updated sales and stock documentation while supporting daily operational activities.
- Collaborated with team members to achieve daily sales targets and deliver excellent customer service.

Front Desk Officer *2017-2019*

Techlight Global Concept, Lagos

- Responded to customer inquiries via phone, email, and in person.
- Maintained accurate records of customer interactions and office documentation.
- Coordinated appointments, managed incoming calls, and welcomed visitors professionally.
- Assisted with administrative tasks, document preparation, and day-to-day office operations.
- Resolved customer concerns promptly while maintaining high service standards.
- Supported internal communication and operational activities across departments

EDUCATION

University of Lagos, Akoka 2019-2025

Lagos, Nigeria

Bachelor of Education (B.Ed.) in Adult

Education Second Class Honors

- Specialised in adult learning, community education, and lifelong learning strategies.
- Developed sound knowledge in educational program development, facilitation, and community-based learning initiatives.
- Gained training in leadership, communication, and participatory learning methods used in youth and adult development programs.
- Applied educational principles in Volunteer, mentorship, and community empowerment initiatives.

TECHNICAL SKILLS

- Google Workspace
- Email & Calendar Management
- Data Entry
- Record Keeping & Documentation
- Internet Research
- Basic Report Preparation

SOFT SKILLS

- Customer Service & Client Relationship Management
- Communication (Written & Verbal)
- Problem Solving
- Team Collaboration
- Attention to Detail
- Time Management