IKEM ELIJAH CHUKWUEMEKE

CUSTOMER SERVICE | SALES SUPPORT | OPERATIONS

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PROFESSIONAL PROFILE

Customer-focused and adaptable professional with experience across sales, client service, logistics coordination and hospitality operations. Skilled in handling customer enquiries, supporting day-to-day operations, coordinating supplies, maintaining accurate records and working collaboratively in fast-paced environments. Brings clear communication, practical problem-solving, attention to detail and a dependable approach to delivering positive customer experiences and supporting business objectives.

CORE SKILLS

- Customer service and client relations
- Sales support and product communication
- Inventory, purchasing and supply support
- Team collaboration and communication
- Cash handling and till reconciliation
- Customer enquiry and complaint handling
- Logistics and delivery coordination
- Administrative and record-keeping support
- Problem-solving and time management
- Food safety, hygiene and workplace safety

PROFESSIONAL EXPERIENCE

Logistics Assistant / Logistician | Aug 2023 – Jan 2024

Mr Dominic | Isheri Road, Lagos, Nigeria

- Supported warehouse organisation and space utilisation to improve day-to-day storage operations.
- Monitored market and supply-chain developments and supported operational planning.
- Helped optimise delivery routes and coordinate transportation activities.
- Monitored logistics expenses and supported cost-conscious operations.
- Contributed to resolving unexpected supply-chain and delivery disruptions.

Assistant Hairstylist | Aug 2021 – Oct 2022

Private Employer | Agbor, Delta State, Nigeria

- Welcomed clients, prepared them for treatments and hairstyles, and maintained a friendly service environment.
- Assisted senior stylists with daily salon operations and learned techniques for more complex hairstyles.
- Supported appointment scheduling and client flow to help minimise delays.
- Responded to customer needs and shared relevant information about beauty trends and products.
- Maintained an organised work area and worked collaboratively with salon colleagues.

Sales Clerk | Sep 2017 – May 2019

Mrs Florence Chukwuka | Asaba, Delta State, Nigeria

- Assisted customers with product enquiries and provided information to support purchasing decisions.
- Communicated promotions and discounts and built positive relationships with customers.
- Processed cash and card transactions and completed end-of-day till reconciliation.
- Handled customer questions and complaints courteously, helping maintain a positive shopping experience.

Assistant Chef | Dates not provided

Mrs Christy Amiedo | Agbor, Delta State, Nigeria

- Assisted with meal preparation, ingredient preparation and daily kitchen operations.
- Worked with the Head Chef on menu ideas and daily specials.
- Maintained clean, organised workstations and ensured utensils were ready for service.
- Followed food hygiene and safety practices and coordinated with front-of-house staff to support accurate order fulfilment.

COMMUNITY & ADDITIONAL EXPERIENCE

Logistics Assistant (Volunteer) | Jun 2024 – May 2025

Go Greener | Obadore, Lagos, Nigeria

- Coordinated the distribution of cleaning materials and protective supplies to volunteers.
- Supported route planning, waste collection and disposal coordination for community clean-up activities.
- Recorded attendance, monitored supply use and assisted with public awareness activities.

Laboratory Assistant | Jan 2014 – Sep 2016

Royal Academy Group of School | Agbor, Delta State, Nigeria

- Prepared and organised laboratory materials, equipment and supplies for practical sessions.

- Maintained a clean, orderly laboratory and supported compliance with health and safety procedures.
- Assisted with basic supervised tests, inventory records and documentation of procedures and results.

EDUCATION & TRAINING

Hospitality Management and Culinary Arts | King Solomon College, Agbor, Delta State, Nigeria
Dec 2019 – Jan 2021

PUBLICATION

Healing Hands (2023) — Published work on practical wellness and healthy-living habits.

LANGUAGES

English

REFERENCES

Professional references available upon request.