OGHENETEGIRI EREGARE

CUSTOMER CARE REPRESENTATIVE

Lagos Nigeria
09074513467 onomeeregare@gmail.com

PROFESSIONAL SUMMARY

A motivated and customer-focused Economics graduate with strong communications, problem solving, and interpersonal skills. Passionate about delivering excellent customer experiences, building positive customer relationships, and resolving enquiries efficiently. Highly organized, adaptable, and eager to contribute to business growth by ensuring customer satisfaction, maintaining professionalism, and providing effective solutions in a fast- paced work environment.

EDUCATION

Bachelor of Science (B.Sc.) in Economics
Ambrose Alli University, Ekpoma, Edo State
2020-2024

PROFESSIONAL EXPERIENCE

Customer Care Representative

Dunamis Field Montessori School
2024-2025

- Welcomed and attended to parents, visitors and other stakeholders professionally.
- Responded to enquiries and provided accurate information about school activities and procedures.
- Maintained positive relationships with parents through effective communication.
- Assisted visitors with directions and connected them with the appropriate staff.
- Supported daily administrative activities to ensure smooth operations.
- Responded to concerns politely and helped resolve issues.

Customer Service Representative

Tee Fashion Trend
2023-2024

- Responded to customer inquiries and provided accurate information about products, prices, and availability.
- Assisted customers with purchases, orders, and products inquiries.
- Handled customer complaints professionally to ensure customer's satisfaction.
- Supported sales activities and provided a pleasant customer experience.
- Assisted in solving order-related issues and provided appropriate solutions to customers.

Finance Assistant/ NYSC Intern

Iyayi Rubber Factory Edo State
2025-2026

- Supported the day-to-day running of the office, helping to keep records and document accurate, complete and well organized.
- Helped prepare simple reports, summaries and lists for supervisors and managers when requested.
- Managed tasks along alongside other duties, met deadlines and asked for guidance where needed.
- Dealt with enquiries from colleagues, customers and suppliers politely, and directed them to the right person.
- Worked as part of a team, learned new tasks and processes quickly, and completed the one year national service program.

SKILLS

- Effective verbal and written communications.
- Sales and products knowledge
- Microsoft Word and Excel
- Teamwork and collaboration

- Customer relationship Management
- Problem-solving skills
- Attention to details
- Active listening
- Complaints resolution
- Multitasking and organization

REFERENCES

Available upon request.