

Goodness Onuoha

Ogudu GRA, Lagos state

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Professional Summary

An experienced and passionate customer service professional with over 3 years' experience and a successful background in sales, customer relationship management and increasing productivity by implementing strategies that improve customer satisfaction. A clear communicator with keen attention to detail and a knack for implementing seamless business operations.

Core Competencies: • Good Communication • Problem-solving skills • Proficiency in Microsoft office suites • Team player • Interpersonal relationship skills • Effective planning and organizational skills • Customer service • Negotiation skills • Time Management skills • Retail Management/CRM software •

Work Experience

Customer Care Executive	Mohinani Group	Jul 2019 to Present
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Key Contributions/Accomplishments

- Resolving various customer situations while maintaining balance between the interest of the company and customer satisfaction
- Accurately Keeping record of customer interactions, process customer accounts and file documents
- Compile monthly report of complaint resolution and overall customer satisfaction
- Resolve product and service problems by clarifying customer complaint.
- Effectively managing large amount of incoming calls

Retail Sales /Customer Service Associate	Ruff 'N' Tumble	Jan 2018 to Jun 2019
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Key Contributions/Accomplishments

- Established and maintained positive business and customer relations
- Coordinated sales effort with team members and other departments in achieving set KPIs
- Supply management with report on customer needs, problems, interest and potential for new products and services
- Collaborated with the team in handling the inventory and visual merchandising
- Effectively serve walk-in buyers and convert them to return customers
- Expedite the resolution of customer complaints to maximize satisfaction

Executive Assistant	Probitas Report, Online News Media, Lagos	Aug 2017 to Jan 2018
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Key Contributions/Accomplishments

- Maintained the executive's appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel
- Maintained office supplies inventory by checking stock to determine inventory level; anticipating

needed supplies; evaluating new office products; placing and expediting orders for supplies; verifying receipt of supplies

- Ensured operation of equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques

Education

Bachelor of Science • International Relations • Upper Second-Class Division • 2015 | Espam University, Benin Republic

Affiliations

Registered member of the Nigeria Institute of Management (NIM) Chartered -

Certifications and Trainings

Orion 11J software • 2019 | Mohinani Group

Customer Relationship Management • 2019 | Astute Trainers & Consultants Limited

Reference

Available upon request