

Okafor Peace

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CUSTOMER CARE REPRESENTATIVE

Providing Exceptional Service... Building Loyal Relationships... Solving Problems...
Increasing Sales

- Dynamic customer service professional experienced in both call-center and retail store setting
 - Productive relationship builder; excel at listening to customer needs, articulating product benefits and creating solutions that provide value to customer
 - Highly professional dependable, reliable and able to perform duties with minimal supervision
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EXPERIENCE

HK Fashion (Customer Support) - 7/2020 – to Present

- Respond to telephone inquiries, providing quality service to customers associates inquiring about the availability of products or status of orders
 - Listen attentively to caller needs to ensure a positive customer experience
 - Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
 - Access electronic and paper cataloging systems to look up products information and availability
 - Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds.
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Rockland House TV (Customer Support) - 4/2018 – 4/2020

- Attend to Customer on Social Media and Live Chat Support (Tidio, Zendek, twak, etc.)
 - Respond to solutions within customer budgets and proactively followed up with all leads
 - Ensure customers were satisfied with every part of flooring experience, from initial greeting through order completion
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EDUCATION

University of Uyo, Uyo Akwa Ibom State
Bsc(Ed), 6/2021