

Peace Okafor

Lagos 10011 | 08162174443 | okaforpeacee@gmail.com

Summary

A versatile individual with massive potential for personal and computer Proficiency corporate growth in a professionally rewarding capacity imbibes a good writing skills constantly learning disposition and constantly enjoys working in a comprehensive environment of like-minded team mates, with the aim of achieving knowledge of HTML5 organizational and personal objectives and CSS3. Competent with workflow and version control tools, Proficiency in content writing and SEO blogging, Proficiency in WordPress development, Proficiency in customer satisfaction

Well-versed in spearheading new initiatives to support functional operations and technical project completion and adequate technical skills

Willing to Relocate

Anywhere

Portfolios, Profiles

- <https://www.linkedin.com/mwlite/in/ngozi-okafor-7548b2144>
- <https://www.facebook.com/okafor.p.chukwuka>
- <https://www.ladyprolessblog.com.ng/about-us>

Skills

- Tools: Figma, Github, WordPress, Sublime Text, Visual Studio Code, Zendesk, Livechat, Social Media Support, Hubspot, Jira.
- Tech Skill
- Customer Service
- Active Listening
- Communication
- Computer Skill
- Leadership Skill
- Problem Solving
- Time Management
- Programming Skill
- Management Skill
- Sales

Experience

FREELANCE BLOGGER/CONTENT CREATOR | 10/2017 - Current

Lady Prowess Blog - Lagos, Nigeria, Nigeria

- Uploading day to day content writing
- SEO optimization
- Keeping the blog up-to-date

CUSTOMER SERVICE REPRESENTATIVE | 06/2018 - 03/2021

HK Fashion and designs - Lagos, Lagos

- Handled fast-paced customer inquiries each day to consistently meet productivity and performance targets.
- Answered phone with positive attitude and asked questions to better understand customer needs.
- Followed up on emailed or web-submitted customer inquiries within standard response times.
- Delivered fast, friendly, and knowledgeable service for routine questions and service complaints
- Assisted customers with a warm and professional attitude
- Handled emails, inbound calls, and outbound calls
- Handled billing issues and order inquiries

CASHIER | 03/2016 - 07/2017

3C Hub Brand Management - Owerri, Owerri

- Attend to customers' needs.
- Keep the company's' daily transaction
- Handled cash and credit transaction
- Stocked merchandise
- Handled returns and exchange
- Assisted with customer inquiries

Awards

- **Women leader/ Vocational Education Students Association (Uniuyo)**
July 2019
- **Special Adviser on special duties/ Educational Students Association (Uniuyo)**
May 2018

Certifications and Licenses

Certified Digital Marketer

August 2019 to Present

Fundamentals of HTML and CSS

December 2019 to Present

Education and Training

University of Uyo (Uniuyo) | Bsc(Ed)

Home Education, 10/2020

Language

English - Native