

## PROMISE CHINEDU IFEANYICHUKWU

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### SUMMARY

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Dedicated and highly organized professional with 4 years of combined experience in customer service, Administrative and Sales support roles. Proven track record of efficiently handling administrative tasks, including data management, scheduling, customer service, product upselling and maintaining organized office operations. Strong communication and problem-solving skills, coupled with a keen attention to detail, make me a valuable asset in delivering top-notch service and streamlining Product upselling processes.

### EDUCATION

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**UNIVERSITY OF BENIN, BENIN CITY | B.A.Ed. [English & Literature Education]**

achieved Second Class Honors [Upper Division]

[2016-2021]

### PROFESSIONAL EXPERIENCE

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**Administrative & Customer Support Executive**  
DELIGHT NETWORK SYSTEMS LTD

[Feb. 2024-June 2024]

- Streamlined office operations by implementing new scheduling and task management software, resulting in a 20% increase in productivity and a significant reduction in administrative errors.
- Successfully managed customer inquiries and complaints, leading to a 30% improvement in customer satisfaction ratings and a reduction in response time to less than 24 hours.
- Optimized inventory control and supply chain processes, reducing excess inventory by 15% and ensuring timely availability of products, which minimized backorders and increased overall sales.
- Managed financial records and budgeting processes, helping the company identify cost-saving opportunities that led to a 10% reduction in operational expenses without compromising quality or service.
- Organized and coordinated successful trade shows and product launch events, increasing brand visibility and contributing to a 25% rise in new customer acquisitions and sales leads.

**Customer Service & Sales Manager**  
DOMCY GLOBALS NIG

[Remote Jan. 2023- Jan2024]

- Customer and delivery agents follow up and E-account documentation thereby resulting in 30% increase in online brand for D.G and a 40% increase in Confirmed order & delivered Company's Products
- Led and managed a remote team of customer service representatives, providing clear direction, performance feedback, and training to ensure exceptional service delivery and product sales.
- Implemented remote customer support strategies, including the use of digital communication tools and CRM software, resulting in a 20% improvement in response times and issue resolution.
- Fostered a collaborative remote work environment by organizing virtual team meetings, sharing best practices, and promoting a positive team culture, which contributed to a 10% increase in employee retention
- Collaborated with cross-functional teams to enhance service offerings, contributing to a 10% growth in customer base and a 12% increase in revenue
- Educated customers on product features, benefits and usage to enhance their experience

#### **Administrative Officer**

[Feb 2022-Mar 2023]

#### **KOGI STATE INTERNAL REVENUE SERVICE**

- Efficiently managed office operations by coordinating schedules, maintaining supplies, and ensuring a well-organized work environment, contributing to enhanced productivity and a smooth workflow.
- Maintained meticulous record-keeping systems, including digital and physical files, ensuring easy retrieval of critical documents and confidential information, enhancing data security and accessibility.
- Demonstrated exceptional calendar management skills, scheduling and prioritizing appointments, meetings, and conferences for Director MDAs while efficiently handling lastminute changes and conflicts.
- Facilitated effective communication within the organization by drafting and proofreading professional correspondence, emails, and reports, fostering clear and concise communication among team members and external stakeholders.
- Coordinated meetings appointments and travel arrangements for senior executives demonstrating exceptional organizational skills. Managed database and taxpayer records of MDAs and Other revenue.

#### **Customer Service Representative & Account Manager**

[2019-2022]

#### **EXCELLENT PAY SERVICES**

- Assisted customers in opening and closing accounts, processing transactions, and managing account-related issues.
- Provided top-notch customer service by promptly and effectively addressing inquiries, concerns, and requests via phone, email, or chat.
- Resolved customer complaints and issues efficiently, found solutions that met both customer's needs and bank guidelines.
- E-account documentation
- Managed clients and staffs inquiries and escalated issues promptly, demonstrating exceptional problem-solving skills and conflict resolution expertise.

## LEADERSHIP/VOLUNTEERING/CERTIFICATION

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- Digital marketing & e-commerce certification at DigiGirls Africa. [2023]
- Digital Literacy & Soft Skills training at Google
- Welfare Team Lead at Ika Students Association. [2021-2023]
- Skill Trainer, NYSC State S.A.E.D Trainer [2022-2023]
- Blog writing & Media Advertising, Awendo Media College [2020]
- Class rep and Departmental rep, Faculty of Education[2016-2021]
- Teaching Certification, T.R.C.N. [2021]

**SKILLS:** Content Creation, Office management , Strategic Customer Service Solutions, Analytical Problem-solving, Data entry, Documentation, Digital Marketing, Expertise in implementing CRM Strategies, Effective communication, Tele-Marketing, Tech sales.

**TOOLS:** Canva, Get Response, Microsoft Office, Google Trends, Google Search Console, CRM Software, Hubspot. DMs.

**LANGUAGES:** English (fluent) and Ibo

**INTERESTS:** Creative Designs, Business communication, Technology, Engineering and Writing, Researching, Blogging, Customer Satisfaction, Taxation, finance, Business Process Management and Optimization.