

Blessing Ikenye

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Summary

Results-driven customer service professional with over 3 years of experience in administrative support, customer relations, and team coordination across pharmaceutical, telecommunications, and hospitality industries. Proven track record of managing high-volume customer interactions, processing 100+ orders weekly, and maintaining exceptional customer satisfaction rates. Skilled in multitasking within fast-paced environments while delivering accurate administrative support and effective conflict resolution. Strong background in social media management, staff coordination, and operational efficiency, with expertise in cash handling, sales transactions, and building lasting customer relationships.

Experience

Office Admin/Customer Rep

Office Administrator & Customer Representative

Naveen Apothecary | [NOV, 2023] – [MAY, 2025]

During my time at Naveen Apothecary, I wore many hats, balancing customer service, administrative duties, and team management.

- I was the go-to person for handling customer complaints and inquiries. I made sure every issue was addressed quickly, ensuring our customers were always satisfied.
- I helped maintain the company's social media presence by creating and posting regular updates to engage with customers and promote new products.
- I managed the entire order process, from receiving orders to coordinating with delivery riders, making sure everything reached customers on time.
- I worked closely with the staff, ensuring everyone was on track with their daily tasks and that the workplace ran smoothly.
- I handled various admin duties, from taking customer orders and keeping records to organizing the workflow, so everything ran efficiently.

Customer Service Representative

Matallo [Jan 2022 – Nov 2023]

- Manage customer calls each day
- Place 50+ customer orders each week
- Implement new Customer Service Representative training programs
- Handle customer questions and complaints by phone
- Answered questions about company product lines
- Shared pricing details and discounts with customers

Front desk officer

Kohinoor hospitalities – Lagos | [March 2022] – [December 2022]

- Provided excellent customer service while processing transactions quickly and accurately.
- Managed cash registers, handled payments, and maintained balanced cash drawers.
- Assisted customers with inquiries and ensured a smooth and pleasant shopping experience.
- Worked efficiently in a fast-paced environment, demonstrating strong attention to detail and problem-solving skills.

Skills

SKILLS

- Sales closing
- Customer Service and Relations
- Active listening
- Cash Handling and Sales Transactions
- Multitasking in Fast-Paced Environments
- Teamwork and Staff Coordination
- Problem-Solving and Conflict Resolution
- Administrative and Operational Support

Education

Enugu State University of Science and Technology

B.Sc. in Food Science and Technology | [2018 - 2023]