

Njoku Leona Ifeoma

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Objective

Dedicated and results-driven professional with extensive experience in customer service, sales, and virtual assistance. Seeking a challenging role where I can leverage my strong communication, organizational, and problem-solving skills to deliver exceptional client experiences and contribute to the success of my employers. Passionate about fostering customer satisfaction and driving business growth through efficient support and innovative solutions.

Experience

- Carmel Integrated Services. United Kingdom** April 2023 - Current
Virtual Customer Service Representative
 - Provided exceptional customer support through email, live chat, and phone, addressing inquiries about luxury fashion products, order processing, and delivery timelines.
 - Assisted customers in selecting the perfect products by offering personalized recommendations, increasing overall sales conversion rates by 20%.
 - Resolved customer complaints professionally and efficiently, ensuring a 95% customer satisfaction score during tenure.
 - Processed returns, exchanges, and refunds in line with company policies, maintaining positive client relationships and brand loyalty.
 - Maintained accurate records of customer interactions and transactions using CRM software, enabling seamless follow-ups and service continuity.
 - Monitored the company's social media platforms to address customer queries and enhance engagement with the brand's online community.
 - Supported order fulfillment by liaising with warehouse teams to ensure timely delivery and accurate shipment tracking.
 - Collaborated with the sales and marketing teams to promote seasonal collections, contributing to a 15% increase in customer engagement.
 - Analyzed customer feedback and presented actionable insights to management to improve service quality and product offerings.
 - Adapted to high-pressure situations during peak sales periods, consistently meeting customer demands without compromising service quality.
- Chez Resources, Lagos State.** Jan 2021 - March 2023
Virtual Sales Representative
 - Supported the sales team by managing schedules, organizing meetings, and maintaining accurate records in the CRM system, ensuring seamless communication and operational efficiency.
 - Engaged with prospective clients via phone, email, and live chat, providing detailed information on property listings, pricing, and availability, leading to a 15% increase in closed sales.
 - Conducted follow-ups with leads to nurture relationships and drive conversions, resulting in a robust sales pipeline.
 - Assisted in creating marketing materials, including presentations, brochures, and social media content, enhancing the company's online presence and lead generation efforts.
 - Handled customer inquiries and complaints professionally, resolving issues promptly to ensure satisfaction and build long-term client relationships.
 - Performed data entry and document management tasks, maintaining accurate and up-to-date property and client records.
 - Collaborated with the marketing team to execute promotions and campaigns, contributing to a 10% boost in brand visibility.
 - Generated and analyzed weekly sales and activity reports, providing actionable insights to improve sales strategies and performance.
 - Acted as a liaison between clients and internal teams, ensuring timely delivery of information and excellent service.
 - Upsold and cross-sold properties and services to maximize revenue opportunities
- Divine Sifo Savings, Enugu State.** June 2019 - January 2021
Customer Service Representative
 - Delivered exceptional customer support by addressing inquiries about savings products, account management, and financial services through phone, email, and in-person interactions.
 - Assisted customers in opening and managing savings accounts, ensuring accuracy and compliance with company policies and financial regulations.
 - Resolved customer complaints and issues efficiently, achieving a 95% customer satisfaction rate during tenure.
 - Educated customers on the benefits of various savings plans, upselling tailored financial solutions that met individual needs, leading to a 20% increase in account enrollments.
 - Maintained detailed records of customer interactions using CRM software, ensuring seamless communication and follow-ups.
 - Collaborated with internal teams to expedite resolutions for customer challenges and improve service delivery.
 - Monitored customer feedback and provided insights to management for enhancing service quality and product offerings.
 - Trained new team members on customer service protocols and the company's financial products, contributing to a well-rounded and efficient team.

Education

- Federal College of Agriculture, Ebonyi State** 09/2019
OND in Home and Rural Economics
- Evangel International Secondary School, Imo State.** 06/2015
Senior Secondary Certificate Examination

Skills

- Customer Service Skills
- Sales Skills
- Administrative Skills
- Technical Skills
- Problem-Solving and Adaptability
- Marketing and branding
- Strong organizational and multitasking abilities
- Attention to detail and accuracy

Core Competencies

- Core Competencies**
 - Customer Relationship Management
 - Sales and Lead Conversion Strategies
 - Problem Resolution and Conflict Management
 - Effective Communication and Interpersonal Skills
 - Multitasking and Time Management
 - Proficiency in CRM Tools (e.g., Zendesk, Salesforce, Gorgias)
 - Virtual Assistance and Administrative Support
 - Data Entry and Record Maintenance

Technical Proficiencies

- Technical Proficiencies**

Customer Relationship Management (CRM) Software: Zendesk, Gorgias, Salesforce

Appointment Scheduling: Setmore, Calendly.

Microsoft Office Suite: Word, Excel, PowerPoint, Outlook

E-Commerce Platforms: Shopify, WooCommerce, Dev-OMS, Loop>Returns

Collaboration and Communication Tools: Slack, Microsoft Teams, Zoom, Google Meet

Project Management Tools: Trello, Asana, Monday.com

Projects

- Customer Engagement Optimization**

Spearheaded a project to analyze customer feedback at Divine Sifo Savings, implementing new support strategies that increased customer satisfaction by 15%.

Introduced a follow-up system for unresolved queries, significantly improving response times and enhancing the customer experience
- Customer Retention Initiative**

Designed a customer loyalty program for Divine Sifo Savings, which increased client retention by 12%.

Focused on building strong customer relationships through personalized communications and exclusive offers.

Achievements & Awards

- Certified Virtual Assistant ALX (2024) Successfully completed an intensive training program in virtual assistance, gaining expertise in administrative support, communication tools, and customer service best practices.
- Top Sales Performer Ingrave Luxury Wears (2023) Awarded for consistently exceeding sales targets and contributing to a 20% increase in sales conversions over a 6-month period.
- Employee of the Month Ingravess Luxury Wears (2023) Honored for outstanding customer support and going above and beyond to resolve client issues, resulting in increased customer loyalty.

Reference

- Available On Request**