

# ESEOGHENE IKEWUN

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## CUSTOMER SERVICE REPRESENTATIVE

### SKILLS

- Tech Troubleshooting
- Time management
- Adaptability
- Documentation
- KPI Awareness
- Professionalism
- Attention to Detail
- Stress Management
- Team Collaboration
- Reliability & Punctuality
- Customer Retention
- Upselling & Cross-Selling

### EDUCATION

Delta State University

B.Sc Political Science 2004

### CERTIFICATIONS

Dakins Foreign Customer Service Training

### ADDITIONAL SKILLS

Slack, Microsoft Teams, Trello, Microsoft Word, Nimble, Asana, Zoho CRM.



### PROFESSIONAL SUMMARY

Dynamic and results-driven customer service representative with 5 years' experience in inbound and outbound environments. Skilled in handling calls daily, resolving complex issues, and converting leads through persuasive upselling and cross-selling techniques. Adept at handling objection, building rapport quickly and consistently surpassing sales targets.



### WORK EXPERIENCE

#### Customer Support Executive At Sacred Heart Catholic College

Mar 2024 - Apr 2026

- Resolved complaints and service-related issues by actively listening, investigating concerns, and providing effective solutions while maintaining a positive and respectful tone.
- Assisted in the student registration and admission process by guiding applicants through required documentation, application submissions, and follow-up communications.
- Maintained and updated student and parent records in the college database to ensure accurate and up-to-date information for administrative use.

#### Sales Representative At Integrated Metroplex Energies

Nov 2023 - Feb 2024

- Conducted regular customer visits and presentations to educate clients on available energy solutions, address inquiries, demonstrate product value, and strengthen long-term business relationships.
- Prepared and delivered accurate sales quotations and proposals by assessing customer requirements, coordinating with internal departments, and ensuring competitive pricing while maintaining profitability objectives.
- Negotiated contracts and service agreements with customers by addressing concerns, discussing terms and conditions, and securing mutually beneficial arrangements that aligned with company objectives.

#### Customer Support Specialist At Transnational Haulage

Feb 2021 - Sept 2023

- Educated customers on the company's haulage solutions, freight options, pricing structures, and service coverage areas. Assisted clients in selecting the most suitable transportation services based on their specific needs.
- Worked closely with logistics coordinators, drivers, warehouse personnel, and finance teams to address customer concerns and ensure efficient service delivery. Facilitated communication between customers and operational teams.
- Assisted customers in scheduling haulage services, creating transportation orders, and updating delivery requirements. Ensured all booking details were accurately entered into company systems to facilitate smooth operations.