

SUNDAY CHIJOKE

Lagos, Nigeria
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PROFESSIONAL SUMMARY

A detail-oriented and adaptable professional with experience in logistics, customer service, and virtual administration. Combines hands-on experience in clearing and forwarding with newly acquired skills in remote administrative support. A proactive problem-solver with strong organizational and communication abilities, dedicated to optimizing operations and delivering exceptional customer satisfaction. Seeking to leverage a diverse skill set in a challenging administrative or operational role.

CORE COMPETENCIES

Logistics & Operations: Clearing & Forwarding, Inventory Management, Shipping Documentation, Compliance & Regulations, Supply Chain Support.

Customer Service & Administration: Virtual Assistance, Customer Relationship Management (CRM), Email & Calendar Management, Data Entry & Record Keeping, Client Support & Public Relations.

Technical & Soft Skills: Microsoft Office Suite, Communication (Verbal & Written), Organization & Time Management, Problem-Solving, Adaptability & Teamwork.

PROFESSIONAL EXPERIENCE

Empower Her Remotely (EHR) | Remote

Virtual Assistant | February 2024 - Present

- Provide remote administrative support, including managing emails, scheduling appointments, and organizing digital files.
- Utilize digital communication tools like Slack and Zoom to collaborate effectively with a remote team.
- Handle data entry tasks with a high degree of accuracy and confidentiality.
- Assist with data entry, document preparation, and file management.
- Perform other administrative tasks as assigned.

DOZZY COUTURE | Lagos, Nigeria

Customer Care Representative | September 2022 – February 2024

- Serve as the primary point of contact for customer inquiries via phone, email, and social media.
- Resolve customer issues regarding orders, shipping, and product information with a focus on timely and satisfactory solutions.
- Maintain a positive brand image through professional and empathetic communication.
- Follow up with customers to ensure satisfaction and issue resolution.
- Identify opportunities to upsell or cross-sell company products and services.

ZIMIFE | Lagos, Nigeria

Customer Service Representative | August 2021 – September 2022

- Addressed customer inquiries and resolved complaints, consistently achieving high levels of customer satisfaction.
- Provided detailed product information and assistance to customers to support their purchasing decisions.
- Maintain detailed and accurate records of customer interactions.
- Resolve customer complaints efficiently and escalate complex issues when necessary.
- Provide accurate information about products, services, and policies.

EDUCATION

Diploma in Business Management and Administration

EDSEA BUSINESS SCHOOL

CERTIFICATIONS

Virtual Assistant Certificate (2025)

Empower Her Remotely (EHR)