



Chiamaka Okafor

Customer Service | Administrative Assistant

[View profile on Dweet](#)

Languages

English (Native)

About

Passionate retail professional with experience in customer support and sales. Skilled in communication, time management, and promoting brand values. Proven ability to deliver excellent service and thrive in fast-paced environments, maintaining high satisfaction ratings.

BRANDS WORKED WITH

Leneavinx Business (Small Business)

Local Charity Shop – Ahava Community

Experience

● Administrative Assistant

Leneavinx Business (Small Business) | May 2021 - Sep 2022

Responsibilities

- Assisted in managing digital marketing campaigns, including social media content creation and scheduling.
- Supported the customer service team by responding to emails and messages, addressing customer concerns, and providing product information.
- Conducted market research to identify trends and competitors, contributing to the development of effective marketing strategies.
- Helped update and manage the company's e-commerce platform by uploading new product listings, images, and descriptions.
- Collaborated with marketing and social media teams to schedule posts, monitor engagement, and gather analytics data.

Achievements

- Received commendations from both customers and colleagues for exceptional customer service, consistently maintaining a 95%+ customer satisfaction rating through prompt and helpful communication.

● Volunteer Customer Support

Local Charity Shop – Ahava Community | Jun 2020 - Sep 2020

Responsibilities

- Attending to customers' enquiries while supporting them at the shop.
- Answering phone enquiries and assisting with basic IT setup.
- I inspired our customers by offering purchasing suggestions, promoting campaigns, offers and activities.
- Offered prompt solutions to maintain customer satisfaction.
- Listened actively to offer accurate information and the best solution to their needs.
- Acted as a brand ambassador for the charity, conveying its values and goals to customers.
- During my work experience, I learnt many skills such as time management, communication and interpersonal skills which I believe I can use to improve my future career development.

Education & Training

2023 - 2024

● University of east London (UEL)

Bsc Business Management,