

CLARA AJAH

Customer Service Agent | Client Satisfaction

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📍 Apo Mechanic, Abuja

PROFESSIONAL SUMMARY

Enthusiastic and reliable Sales Associate, dedicated to providing excellent customer service with a smile. Organized, detailed oriented and experienced in properly handling customer inquiries and transactions, Dedicated to increasing sales by providing the ultimate customer experience. Several years of experience in various retail settings with a proven track record of job success.

EXPERIENCE

Brand Ambassador 2022 - 2023
Unilever Abuja

Dealers in all kinds of laundry wash, toothpaste etc

- Cultivated strong relationship with clients to ensure customer loyalty.
- Redesigned floor layouts that improved store navigation resulting in a 14% increase in purchase intent.

Telemarketer 2019 - 2021
OmniBiz Abuja

Placing orders for customers, monitoring and delivering orders/generating sales

- Resolved customer complaints in a timely and professional manner, resulting in increased customer satisfaction.
- Exceeded customer expectations by providing a courteous and friendly service to all guests

Sales Representative 2016 - 2019
EL-Ikechi Limited Abuja

Printing press

- Following up with prospects who have shown initial interest or may need a little extra nudge.

EDUCATION

SSCE 2007 - 2013
Onward comprehensive secondary school, Onitsha

Bachelor's Degree in Public Administration 2019 - 2023
University of Abuja



STRENGTHS

- ⚡ **Process Optimization**
Implemented a new workflow process that increased team efficiency.
- ★ **Multitasking**
Managed high-volume calls, email enquiries and technical support cases concurrently while doubling customer satisfaction scores.

PASSIONS

- ★ **Digital Payment Tech**
Keen interest in the advancement of Fintech and its impact on customer experience.
- ⚡ **Mentoring**
Passionate about personal growth and professional improvement, often volunteer in local youth mentoring programs.

SKILLS

- excellent phone manner ·
- Attention to detail ·
- Creative problem solving ·
- Adaptability ·
- Ability to work in a team ·
- Customer service

LANGUAGES

English Proficient