

CHIAMAKA CHIGBATA VIVIAN

VIRTUAL ASSOCIATE



I am a Virtual Associate with 2 years of experience, working in various sectors. My core areas are Customer Service, Sales and Client Relationship Management.

SPECIALIZATIONS

- Customer Relations Management
- Workflow Management
- Sales optimization
- Product Familiarization, description, and placement

WORK EXPERIENCE

Customer Service Specialist

2012 TO 2014

- Customer Service Agent in a multinational Fashion Company achieved high customer conversion rate and exceeded monthly targets regularly
- Generated customer interest and leads, pushing sales, and up-selling products to customers
- Responded in real-time to walk-in client inquiries and requests for product exchange
- Assisted clients with choice and offered product knowledge

EDUCATION BACKGROUND

B.ENG - POLYMER AND TEXTILE ENGINEERING

DIPLOMA - MEDIA AND COMMUNICATION

YALI - CERTIFICATE FOR MANAGEMENT
STRATEGIES AND PEOPLE AND RESOURCES