

EBUBECHUKWU CHUKWUMA

PROFESSIONAL SUMMARY

Strong leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency. Uses independent decision-making skills and sound judgment to positively impact company success.

WORK EXPERIENCE

Customer Service Representative, 12/2022 to 06/2023

Amazon - Ottawa, ON

- Handled customer inquiries and suggestions courteously and professionally.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Answered constant flow of customer calls with minimal wait times.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Updated account information to maintain customer records.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Responded to customer requests for products, services, and company information.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Handled customer inquiries and suggestions courteously and professionally

Administrative Assistant, 02/2022 to 10/2022

CIBC - Toronto, ON

- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Restocked supplies and placed purchase orders to maintain adequate stock levels.
- Executed record filing system to improve document organization and management.
- Scheduled office meetings and client appointments for staff teams.
- Created and maintained databases to track and record customer data.
- Developed and updated spreadsheets and databases to track, analyze, and report on performance and sales data.
- Sorted and distributed office mail and recorded incoming shipments for corporate records.
- Assisted development and implementation of new administrative

CONTACT

Address: Ottawa, ON K1K 2L8

Phone: 1-613-301-3416

Email: ebubetoria2021@gmail.com

SKILLS

- Paperwork Processing
 - Report Generation
 - Data Collection
 - Call Management
 - Data Entry
 - Complaint Resolution
 - Scheduling
 - Account Updating
 - Appointment Scheduling
 - Documentation
 - International Sales Support
 - Stock Management
-

procedures.

- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors

Brand Ambassador, 04/2021 to 11/2021

Skm Acquisitions - Ottawa, ON

- Increased brand awareness through event marketing, demonstrations, sales, and brand promotion.
 - Approached strangers and interacted in natural conversation with goal of developing brand loyalty.
 - Engaged, educated, and befriended customers to deliver amazing shopping experience.
 - Communicated product information with confidence and educated consumers about company.
 - Showed understanding of customer's personal style and preferences when offering product advice.
 - Identified key high-traffic, consumer-centric locations and built rapport with prospective customers and vendors.
 - Conducted consumer surveys and analyzed purchasing trends.
 - Educated trade and distributor partners regarding brand benefits, products and services.
-

EDUCATION

Associate of Arts, Business, 05/2022

Algonquin College - Ottawa, ON

LANGUAGES

English

Native or Bilingual

TRAVELLING, DANCING AND GYM

I love exploring new things and place, been dancing since 5 and gym keep me in check and ready for anything.
