



Mercy Adaobi Okpo

Phone: (+974) 66796543 (Mobile) | **Email:** mercyokpo810@gmail.com |

Address: Doha, Qatar (Home)

ABOUT MYSELF

Dedicated customer service professional with 5+ years of experience delivering positive customer experiences in the service industry. Proven track record exceeding targets, solving complex customer issues and creating long-lasting client relationships. Capable of multitasking and troubleshooting and being cool under pressure. Committed to continuous improvement and eager to help customers achieve their goals.

WORK EXPERIENCE

 **FAVORED NK SWEETEST ENTERPRISES** – LAGOS, NIGERIA

CUSTOMER SERVICE MANAGER – 01/2024 – 03/2025

- Utilized problem solving techniques to quickly resolve escalated issues from customers.
- Interacted with customers to quickly handle escalated queries and complaints.
- Managed customer service staff by communicating expectations and monitoring and analyzing results.
- Coached and provided feedback to staff to improve performance and achieve company objectives.
- Maintained customer satisfaction by gathering actionable insights and offering solutions.
- Recruited and trained employees, fostering customer service mission and objectives.
- Reviewed incoming emails from customers; responded promptly with accurate information.

 **ADIFS & GATCO INTEGRATED LIMITED** – LAGOS, NIGERIA

HEAD OF SALES & MARKETING – 10/2018 – 12/2021

- Cultivated relationships with industry influencers to drive brand awareness through strategic partnerships.
- Collaborated with internal teams to ensure smooth implementation of new technologies or systems.
- Analyzed customer data to identify trends and insights to inform business decisions.
- Identified areas of improvement in the customer experience and identified new product opportunities.
- Established processes and procedures to ensure compliance with company policies and regulations related to sales and marketing activities.
- Monitored performance metrics across all channels using analytics tools.
- Designed training programs for sales representatives focused on building their product knowledge base.
- Spearheaded the development of promotional materials such as brochures, flyers, emails.

 **VINTAGE SOLUTIONS** – OWERRI, NIGERIA

ADMINISTRATIVE ASSISTANT – 08/2016 – 07/2018

- Provided administrative support to management staff, including scheduling meetings and appointments, preparing agendas, taking minutes, and maintaining records.
- Maintained files and filing, keeping sensitive information confidential.
- Assisted in the preparation of presentations using Microsoft Office Suite applications such as Word, Excel, PowerPoint.
- Compiled and entered data into various databases to ensure accuracy and completeness.
- Served as primary point of contact for facilitating operational and administrative inquiries.
- Maintained office inventory by assisting with supply orders.
- Monitored daily operations in order to ensure efficient workflow processes were being followed.

EDUCATION AND TRAINING

2013 – 2018 Owerri, Imo State, Nigeria

HIGHER NATIONAL DIPLOMA IN PURCHASING AND SUPPLY Federal Polytechnic, Nekede

LANGUAGE SKILLS

Mother tongue(s): **ENGLISH**

● SKILLS

Soft Skills

Document Controller | Excellent Telephone Etiquette | Effective workflow management | Quality assurance reporting | Enterprise Sales & Account Management | Team player with collaborative mindset | Strong attention to detail and accuracy | Team Building & Leadership Development | Social media management tools | Time Management | Excellent Command of English (Written and Verbal) | Conflict Resolution

Software and Applications

Google Workspace (Gmail, Drive, Sheets) | Outlook | CRM Platforms (Salesforce, HubSpot, Pipedrive) | Microsoft Office Suite | Zendesk, Salesforce Service Cloud, ServiceNow