

# Ifeoma Chukwueloka Cleopatra

Customer support / sales  
representative

Virtual assistant

+2347040550829

[ifycleo@gmail.com](mailto:ifycleo@gmail.com)

## Skills

Active Listening

Effective Communication

Problem Solving

Fluency in English

Proficiency in CRMs and workflow tools

Adaptability

Self Discipline

Time Management

Google workspace

Microsoft 365

## Education

High School Certificate

2007 -2013

## Awards and Certifications

Customer service  
fundamentals (2023)

Telephone language  
(2023)

Customer relationship  
management (2025)

## Referee

Available on request

## Summary

A compassionate and customer-centric professional with expertise in customer support, sales, virtual assistance, and outreach. I am dedicated to understanding the unique needs of each customer and providing personalized solutions that create lasting, positive relationships. My experience spans managing customer inquiries, driving sales, coordinating virtual tasks, and conducting outreach to ensure seamless communication. By combining active listening, empathy, and clear communication, I strive to make every customer feel valued and heard. I am passionate about helping businesses grow through efficient support and meaningful connections while fostering a customer-first approach.

## Unilever Nigeria

### Personal Assistant to the Sales Promoter (2017)

- Assisted with administrative tasks, ensuring smooth sales operations.
- Monitored the performance of sales teams, providing insights and feedback.
- Managed stock-taking, returns, and general operational tasks.

## Mr. Ken's Store NG

### Customer Support and Sales Representative (2021-2024)

- Managed an average of 100 customer inquiries daily, providing clear and concise explanations about products and services.
- Facilitated a minimum of 15 orders daily, ensuring smooth order processing and tracking.
- Built and managed customer accounts, updating information and ensuring satisfaction.
- Handled customer concerns, escalating complex issues to the appropriate department.
- Supported customer inquiries via calls, chats, and texts.
- Contributed to advertising efforts on multiple platforms to expand customer reach.

## LSk NG

### Customer Support and Sales Representative(2022- 2024)

- Processed an average of 10 orders daily, ensuring timely and accurate order fulfillment.
- Managed an average of 50 customer inquiries daily via various communication channels (calls, chats, SMS).
- Updated advertisement platforms to reflect available products, ensuring accuracy and up-to-date offerings.
- Took inventory and monitored stock levels to maintain seamless operations.

**Marketing Transformers (Australia)**  
**Cold Caller and Appointment Setter**  
**2024**

- Conducted cold calls to potential clients, generating interest and setting appointments.
- Delivered clear and compelling communication to engage prospects.
- Successfully scheduled meetings for the sales team to further drive conversions.