

CHINWE MARTHA NKEMEH

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SUMMARY

Dedicated Customer Service Representative with over 6 years of experience in Logistics and operations. Proven ability to manage customer queries and resolve issues effectively, resulting in enhanced customer satisfaction. Skilled in tracking shipments, conducting audits, and supplying management with critical reports. Contributed to efficient service delivery at SPEEDAF EXPRESS LOGISTICS by facilitating communication between the company and UPS NIGERIA. Passionate about utilizing unique skills to optimize logistics processes and support operational excellence.

SKILLS

- **Time Management Skills:** Efficient time management to execute given tasks and achieve goals.
- **Communication Skills:** Proficient in English Language and communicates well in oral and written formats.
- **Complex Problem-Solving Skills:** Ability to identify complex problems, develop and evaluate options and implement solutions.
- **Team Player & Leadership Skills:** Ability to lead a team, resolve conflict, motivate, organize, and establish rapport.
- **Technical Skills:** Proficient in Microsoft Office Suite (Word and Excel).

PROFESSIONAL EXPERIENCE

Customer Service Representative/Site Officer

SPEEDAF EXPRESS LOGISTICS, LAGOS, LAGOS STATE

Oct 2020 – April 2025

- Exhibited professionalism while managing phone calls and emails, delivering accurate information to address inquiries, troubleshoot issues, and resolve complaints.
- Acted as a liaison between Speedaf Express Logistics and UPS Nigeria for international shipments, effectively resolving related issues.
- Calculated service charges and orchestrated billing arrangements.
- Compiled and presented monthly reports on all export shipments, facilitating informed management decision making.
- Received, processed and tracked customer packages, ensuring timely delivery.
- Monitored parcel issues, audited cancelled parcels and initiated return scans.
- Mentored and trained new employees and Franchisees.

Customer Service Executive

UNITED PARCEL SERVICE (UPS) LAGOS, LAGOS STATE

Sep 2017 – Sep 2020

- Managed incoming calls and emails, providing precise information regarding company services, resolving complaints, and effectively transferring unresolved issues to designated departments.
- Processed customer packages, engaged in tracking and follow-ups, significantly enhancing customer satisfaction and loyalty.
- Updated and maintained a timely database of customer information with high accuracy.
- Oversaw office supply requirements through systematic inventory checks.
- Delivered daily reports of all transactions conducted at my station.
- Trained and onboarded new employees.

Cashier/Supervisor

ALPHOVIC LINK RESOURCES (SILVER BIRD CINEMA, FESTIVAL MALL) LAGOS

Aug 2016 – Aug 2017

- Cultivated and sustained positive working relationships with colleagues.
- Provided detailed product information while resolving customer concerns effectively.
- Calculated and recorded daily sales transactions with precision.
- Enforced store safety guidelines and cleanliness standard.
- Maintained comprehensive monthly stock records for the business.
- Utilised the POS system to execute purchase transactions effectively.

JSS2 Class Teacher, Business Studies/ Financial Accounting Teacher

SHILO-LAND FOUNTAIN COLLEGE, MAZA-MAZA LAGOS

Sep 2015 – Jul 2016

- Delivered lessons in Business Studies and Financial Accounting to secondary students.
- Conducted daily attendance checks for JSS2 students.
- Designed examinations, marked scripts and calculated results meticulously.
- Prepared and maintained lesson notes for all subjects taught.
- Coached students to achieve outstanding performance in WAEC examinations.

Book Keeping Teacher (NYSC)

HOPEBAY COLLEGE MAZA-MAZA, LAGOS

Aug2014 – Jul 2015

- Instructed SS1-3 students in Bookkeeping principles.
- Developed and maintained lesson notes specifically for Bookkeeping.
- Guided and prepared the SS3 students for WAEC examinations.
- Created and graded examinations, meticulously recording students' results.

EDUCATION

- **Bachelor of Science (B.Sc.)** – Banking and Finance
Nnamdi Azikiwe University Awka, Anambra State 2013
- **Diploma** – Banking and Finance
Nnamdi Azikiwe University Awka, Anambra State 2010

CERTIFICATIONS/TRAININGS

- **Developing Quality Customer Service Skills (CPD):** Alison 2023
- **Introduction to Graphic Design/Video Editing: D-Mayor Academy** 2023
- **Introduction to Customer Service and Problem Resolutions** 2021
- **ISAT** 2018

LANGUAGES

- Proficient in English and Igbo