
JOSEPH,WINNER UZORCHI

| Alimosho, Lagos | 08142055797 | josewinny97@gmail.com |

SUMMARY

An enthusiastic customer oriented professional with practical understanding of business needs. Over three years of experience managing phone and in-person queries in retail and QCommerce industry where I applied problem-solving and creative expertise to maintain a quality satisfaction rate. Known for improving customer satisfaction through clear communication and a deep understanding of technical products.

CERTIFICATION

ALX (African Leadership Experience)

2025

Certified Virtual Assistant

AREA OF EXPERTISE

-Empathy

-Point of sale proficiency

-Persuasion

-Conflict Resolution

-People Ethics

-Communication

SELECTED ACCOMPLISHMENTS

- Increased sales by 25% at MEWE Electronics
- Successful established a clothing retail business as a student
- Established good customer service culture that encourages return patronage.

CORE COMPETENCE

My competence lies in my proven ability to effectively manage the complexities of business operation, people management and idea development through creative thinking and team work.

EMPLOYMENT DETAILS

Call Agent Supply Operations (freelance)– 03/2024 till date

Glovo

- Call wide range of couriers
- Training and onboarding of couriers at Glover center
- Attending to couriers issues ,escalate and proffer possible solutions
- Assist in the management of the Glover center.

Brand Ambassador – 10/2023 – 03/2024

Glovo

- Sourcing couriers
- Opening of account for the couriers
- Training and monitoring courier performances
- Ensure compliance with permit and regulatory agencies

- Ensure couriers are properly dressed for delivery

Customer Care Executive – 08/2022 – 07/23
MEWE Electronics

- Receiving customers' complaints and proffer solution
- Get reviews about the brand and escalate same to management
- Ensure Logistics and deliveries are timely to customers location
- Receive customers orders and do a follow up especially on product knowledge
- Documentation of sales report of every sales executive

Merchandizer – 11/2021 – 07/22
Somotex Nigeria Limited

- Brand Promoter
- Ensure standard display of merchandize for good visualization.
- Engage Customers on advantage and benefits of my product
- Identify opportunities and improve sales of the store assigned
- Resolve customer issues and carry out after sales services.

Sales Executive - 07/2014 - 10/2017
Chizzy Clothing Store, Egbeda, Lagos.

- Engage in sales activities to meet monthly target
- Overseeing stock control and receiving orders
- Ensure adequate stock level and making key decisions about stock control
- Controls inventory levels by conducting physical count and reconciling with data storage system
- Maintained established merchandising standards, including window, sales floor and promotional displays.
- Alerted customers to upcoming sales events and promotions.
- Resolved all customer complaints in a professional manner whilst prioritizing customer satisfaction.
- Preparation of Inventory for products availability

EDUCATION

Lagos State University, Ojo, Lagos	Public Administration	2017 – 2021
Most High College Abule-Egba, Lagos.	S.S.C.E	2007- 2013

REFEREES

Available on Request