

Ogheneruke Ben-Orupete

Lagos, Nigeria
09032185931
benorupeteruke@gmail.com

Enthusiastic graduate of English and Literature Studies with strong communication and interpersonal skills. Passionate about delivering excellent customer experiences to a customer-focused brand . Skilled in handling customer inquiries, problem-solving, and maintaining a friendly and professional tone in all interactions.

EXPERIENCE

Queen Stores —Customer Success Associate/Front Desk

2024 - PRESENT

- Managed customer orders and inquiries in person and via phone.
- Resolved complaints calmly and efficiently, ensuring customer satisfaction.
- Recorded daily transactions and maintained organized communication with suppliers and delivery staff.
- Built strong rapport with repeat customers through consistent, friendly service.
- Provided product information and guided customers .
- Assisted team with store organization and inventory checks, improving operational flow
- Shared feedback from daily interactions.

ACHIEVEMENTS

- Reduced complaints,through proactive service.
- Increased customer return rate.
- Recognized for professionalism and excellent customer support.

STRENGTH

- Strong command of English
- Fast learner
- Reliable and punctual
- Postive attitude and professional appearance

FASHION DESIGNING

2025-PRESENT

- **SKILLS**
- Excellent communication
- Customer service and relationship management
- Conflict resolution and empathy
 - Time management and organisation
 - Active listening and adaptability
- Empathy and patience
 - Time management
- Microsoft office Suite, Google Workspace
- Fashion Designing

EDUCATION

Delta State University, Abraka — *English and Literature Studies*

2020-2024