

CHUKWUMA CHIDEA NANCY

CUSTOMER SERVICE REPRESENTATIVE

+2349032078970, chideranancy254@gmail.com

Highly organized and results-driven Customer Service and Client Engagement Specialist with over 5 years of experience in appointment coordination, client communication, and digital engagement. Skilled in managing social media interactions, resolving client concerns, and building lasting relationships through empathy and professionalism. Proficient in Podio, Google Workspace, and CRM tools including HubSpot and Salesforce. Recognized for exceptional multitasking, proactive problem-solving, and maintaining a positive brand presence in fast-paced, remote environments. Also experienced in social media management, creating engaging content, and fostering meaningful interactions across digital platforms to enhance brand presence and client satisfaction.

CORE COMPETENCES

- Client Engagement & Customer Support
- Social Media Communication & Community Management
- CRM Tools (HubSpot, Salesforce, Slack, Zendesk)
- Chat-Based and Email Support
- Appointment Scheduling & Lead Distribution
- Data Entry & Data Management
- Content Coordination & Messaging Consistency
- Microsoft Office 365 & Google Workspace
- Cold Calling & Sales Pipeline Management
- Complaint Handling & Conflict Resolution
- Software Navigation & Documentation
- Empathy Display & Relationship Building
- Problem Solving & Adaptability
- Confidential Data Handling

RELEVANT EXPERIENCE

Lead dispatch & Appointment Setter
Amtrak Express, US (Remote)
May 2021 – April 2024

- Managed and assigned 50+ daily leads to field representatives using Podio and WhatsApp.
- Maintained consistent communication across channels to ensure smooth daily operations.
- Monitored real-time field activity, rerouted missed appointments, and optimized scheduling.

- Achieved and sustained over 45% appointment hold rate through efficient coordination.
- Collaborated with backend teams to secure and confirm key appointments within target hours.
- Supported client communication and inquiries through chat, email, and digital platforms.

TELEMARKETER -Inbound caller

-Zopa Fintech (Remote)

June 2018 – April 2021

- Delivered quality customer engagement resulting in a 40% increase in conversion rate.
- • Handled inbound and outbound calls, providing clear and courteous information to clients.
- • Resolved customer complaints promptly across phone, email, and social media channels.
- • Documented client interactions and maintained accurate CRM records for sales tracking.
- • Conducted follow-up services to ensure customer satisfaction and retention.
- • Contributed to smoother operations and team productivity by 50% through efficient task coordination.

EDUCATION

Bachelor of Science | Ebonyi state university
Applied microbiology

2016_2021

TECHNICAL PROFICIENCY

Internet: Stable high-speed broadband

Microsoft Office Suite (Word, Excel, Outlook)

Google Workspace

CRM/Property Management Software (e.g., Salesforce, Zendesk etc)

Document Management Systems

Social media management (Attached is my portfolio)[TAP TO VIEW](#)

ADDITIONAL INFORMATION

Experienced in responding to client inquiries on social media and chat platforms.

- Skilled at managing digital interactions with empathy and professionalism.
- Adept at supporting marketing and engagement campaigns through customer follow-ups.
- Committed to confidentiality, accuracy, and excellence in client service delivery.