

Mercy Obiji

📍 Abuja, Nigeria | ✉️ mercyobijiaku2019@gmail.com | 📞 +234 9033573197
🔗 [LinkedIn Profile](#)

Professional Summary

Results-driven **Customer Service & Sales Professional** with **3+ years** of experience in delivering exceptional customer experiences, optimizing sales processes, and increasing revenue. Adept at **customer relationship management (CRM), inbound and outbound sales, and team training**. Proven ability to resolve customer concerns efficiently, build rapport with customers, and enhance team productivity. Passionate about leveraging customer insights to foster long-term business growth.

Key Skills

✓ Customer Relationship Management (CRM) | ✓ Sales & Business Development | ✓ Conflict Resolution
✓ Google Workspace | ✓ HubSpot | ✓ Freshdesk | ✓ Email Marketing | ✓ Social Media Management
✓ Data Entry | ✓ Digital Marketing | ✓ Canva | ✓ Graphic Design | ✓ Inbound & Outbound Calling
✓ Administrative Support | ✓ Training & Team Leadership

Professional Experience

Administrative Support

📌 Unique Electricals Limited, Abuja | **July 2023 – January 2025**

- Provided **administrative support** by handling documentation, managing records, and overseeing internal communication.
- Led **sales & customer service operations**, implementing strategic CRM techniques that boosted revenue by **120% within 8 months**.
- Managed and nurtured relationships with **40+ customers daily**, resolving **90% of inquiries on first contact**, increasing customer retention.
- Trained and mentored new staff, improving their **sales performance by 40%** through structured coaching.
- Conducted **accurate stock-taking and financial planning**, ensuring seamless business operations.

Sales & Customer Service Representative

📌 Prymo Strategies and Investment Ltd, Abuja | **Feb 2021 – June 2023**

- Contributed to **180% company growth** by proactively identifying sales opportunities and improving team collaboration.
- **Built strong customer relationships** by actively engaging in meaningful conversations, understanding their needs, and ensuring personalized service, resulting in higher customer satisfaction.
- Handled **email management, chat support, and data entry**, ensuring prompt responses, efficient documentation, and accurate customer records.
- Assisted in onboarding and training new customer service agents, enhancing team performance.

Customer Success Manager

✦ SigmaPAY (Fintech Startup), Remote | **May 2021 – June 2022**

- Built and maintained **strong client relationships**, proactively addressing concerns and improving user engagement.
- Managed executive calendars, scheduled meetings, and prepared business reports using **Google Docs & Calendly**.
- Handled customer support via **HubSpot**, achieving a **95% satisfaction rate** from user interactions.
- Designed **marketing graphics and promotional materials** using **Canva** to enhance brand visibility.
- Led **social media management**, increasing audience engagement by **X%** through strategic content creation and advertising campaigns.
- Leveraged **email marketing tools (Mailchimp, Klaviyo)** to enhance customer communication and retention.

Education

📖 **Bachelor of Science in Economics** | Imo State University | **2018**

Certifications

🎓 **Certified Customer Relationship Management Professional** | Chartered Institute of CRM (2020)

🎓 **Human Resource Management Certification** | Alpha Consulting (2020)

🎓 **Certified Digital Marketer** | Institute of Chartered Digital Marketing (2020)

🎓 **Customer Service Foundation Course** | Ingenium Concept Ltd (2023)

Languages

🗣️ **English** | **Igbo**