

STANLEY MADUAKOR

CUSTOMER SERVICE & SALES PROFESSIONAL

Customer Service | Sales | Microsoft Excel | Data & Administrative Support
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PROFESSIONAL SUMMARY

Customer service and sales professional with experience supporting customers, handling inquiries, resolving issues, and delivering high-quality service in fast-paced environments. Skilled in understanding customer needs, providing effective solutions, and building positive customer relationships. Strong organizational and analytical abilities, with practical experience using Microsoft Excel, data entry, reporting, and Microsoft Office. Reliable, adaptable, and results-oriented, with strong communication skills and the ability to learn quickly, work independently or as part of a team, and maintain accuracy while meeting performance targets.

CORE COMPETENCIES

CUSTOMER SERVICE

- Customer Support & Relationship Management
- Customer Inquiry & Complaint Resolution
- Active Listening & Effective Communication
- Problem Solving & Conflict Resolution
- Customer Needs Assessment
- Service Quality & Customer Satisfaction
- Professional Telephone, Email & Chat Communication

SALES

- Sales Support & Customer Engagement
- Lead & Customer Follow-Up
- Product & Service Presentation
- Needs-Based Selling
- Customer Relationship Building
- Upselling & Cross-Selling
- Target & KPI Awareness
- Negotiation & Persuasion

DATA & EXCEL

- Microsoft Excel
- Data Entry & Data Management
- Data Organization & Record Keeping
- Reporting & Documentation
- Data Analysis & Accuracy
- Microsoft Office Suite
- Administrative Support

PROFESSIONAL EXPERIENCE

Customer Care Representative

February 2020 – February 2021

MTN Nigeria

- Assisted customers with account, product, service, and billing-related inquiries through professional and effective communication.
- Identified customer needs and provided appropriate solutions while maintaining a positive customer experience.
- Handled customer complaints and service issues, following established procedures to resolve problems efficiently.
- Worked toward customer service and performance targets while maintaining service quality and accuracy.
- Built positive customer relationships through active listening, patience, and professional communication.
- Maintained accurate customer records and documented interactions in accordance with company procedures.

Professional Service Representative

Airtel Nigeria

January 2022 – June 2022

- Provided professional customer support by responding to inquiries and assisting customers with products and services.
- Assessed customer needs and recommended suitable products, services, or solutions.
- Assisted with customer complaints and followed up on unresolved issues to support customer satisfaction.
- Communicated product and service information clearly and professionally across customer interactions.
- Supported customer retention by building positive relationships and addressing customer concerns effectively.
- Worked in a target-driven environment while maintaining a high standard of customer service.

Sales Specialist

The Peoples Market Nigeria

April 2021 – December 2021

- Supported daily sales operations while providing professional and responsive customer service.
- Assisted customers with product inquiries, recommendations, and purchasing decisions.
- Used Microsoft Excel to track sales and inventory data and support regular reporting.
- Maintained and updated inventory records to support accurate stock management.
- Monitored sales and inventory information and ensured data was recorded accurately
- Applied strong attention to detail when handling sales, inventory, and administrative information.

Authenticator

StockX | Berlin Germany

September 2022 – December 2022

- Authenticated products by carefully inspecting items and assessing their condition, quality, and authenticity.
- Applied established authentication standards and procedures with a high level of accuracy and attention to detail.
- Identified inconsistencies and potential issues during the authentication process.
- Worked collaboratively with team members to maintain consistent quality and efficient workflow.
- Contributed to customer satisfaction by helping ensure that products met required quality and authenticity standards.

EDUCATION

Bachelor's Degree in Economics

University of Uyo, Nigeria - 10/2017 – 07/2021

CGPA: 2.2 | Second Class (2:2)
