

Eze Chinwe Promise

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PROFESSIONAL SUMMARY

Motivated Customer Service & Sales Executive with 3+ years experience in appointment settings, CRM lead management, and client communication, code calling. Experienced in handling inbound/outbound inquiries, persuasive follow-up, and booking qualified appointments. Excellent English, self-motivated, and able to work independently during PST hours.

ADDITIONAL CONTACT INFORMATION

+2348106834900 | +2348027293190

EDUCATION

Nasarawa state Polytechnic
04/2023 - 04/2025

OND Mass Communication. - GPA 3.0

- Public relations
- Journalism
- Broadcast production
- Research methodology
- Mass media and society etcetera

Kenneth Dike Memorial Secondary School
09/2014 - 07/2020

SSCE, WAEC

PROFESSIONAL EXPERIENCE

Value Lens Business Management
04/2024 - present

Customer Service Representative & Sales Executive

Customer service and appointment setting roles, handling inbound/outbound calls, WhatsApp/DMs and booking qualified appointments for service fulfillment.

- Handle 20+ inbound/outbound calls and WhatsApp/DMs daily, booking appointments for services
- Manage CRM (Google Sheets, WhatsApp Business) - tracking leads, follow-ups, and closing
- Persuade communication to convert inquiries into booked appointments
- Coordinate with the service team to ensure appointment fulfillment
- Maintain 95% response rate and strong client retention

AK Entertainment
04/2024 - 08/2026

Digital Creator & Marketer

- Digital marketing and brand promotion
- Customer service management and client relations
- Social media management for TikTok and Instagram
- Video editing and content creation
- Project management and campaign execution

Key Skills

- Appointment Setting & Calendar Management
- Lead Qualification & Lead Nurturing
- CRM Management (Google Sheets)
- Excellent Spoken & Written English
- Persuasive Communication & Closing Support
- Inbound & Outbound Calling
- WhatsApp Business & Email Follow-up
- Customer Service & Client Retention
- Reliable Internet, Quiet Workspace & Available 9AM-6PM PST (5PM-2AM WAT)

Interests

- Driving - Adventurous
- Networking
- Podcast hosting
- Reading and researching

Projects

TikTok Content Campaign for AK Entertainment

04/2024 - 08/2026

- Created and managed 30+ TikTok videos to promote brand stories, hosted weekly livestreams to show behind-the-scenes work, and conducted podcast interviews with clients. Campaign increased page engagement and generated leads that converted to sales through DM follow-ups and customer service.

Customer Support and Sales Conversion for Value Lens

04/2026 - present

- Managed customer inquiries on WhatsApp and Instagram DM, converted inquiries to bookings for cleaning and creative services. Maintained customer relationships, handled complaints, and ensured repeat patronage through excellent communication and follow-up.