

OKONKWO OBINNA STEPHEN

Customer Service Specialist | Virtual Assistant

Owerri, Nigeria (Open to Remote, US/UK Hours) | +234 803 264 5282 | obinnaokonk@gmail.com | [LinkedIn: okonkwo-obinna](https://www.linkedin.com/in/okonkwo-obinna)

PROFESSIONAL SUMMARY

Customer service and virtual assistance professional with 8+ years of experience across banking, e-commerce, and hospitality. Maintained 95%+ customer satisfaction and zero cash discrepancies over 5 years of high-volume transaction handling, while cutting response times by 60% through process improvements. Skilled in CRM and ticketing platforms, order fulfillment, and remote client support across multiple channels.

CORE SKILLS

Customer Support & Client Relations • Virtual Assistance • CRM & Ticketing (Zendesk) • Order Processing & Fulfillment • Complaint Resolution • Administrative & Calendar Support • Social Media Management • Banking Operations • Remote Collaboration (Slack, Zoom, Google Workspace) • Data Entry & Reporting

PROFESSIONAL EXPERIENCE

Virtual Assistant / Customer Support

Feb 2022 – Jan 2026

Steve Herbal Ventures, Remote

- Delivered fast, accurate customer support across WhatsApp, Instagram, and phone channels, processing 50+ orders weekly at a 95%+ satisfaction rate.
- Slashed average response time by 60% by designing templated replies and a streamlined FAQ workflow.
- Orchestrated international order fulfillment and delivery logistics to South Sudan, Australia, and other markets, with zero fulfillment complaints.
- Produced and scheduled platform-specific social content across Instagram, Twitter/X, and WhatsApp Business that grew repeat purchases and generated consistent 5-star reviews.
- Wrote conversion-focused sales copy and customer messaging tailored to each platform and audience.

Teller

Apr 2017 – Jan 2022

Access Bank Plc, Lagos, Nigeria

- Executed 80+ customer transactions and inquiries daily in a high-volume retail branch.
- Sustained 99%+ cash-balancing accuracy with zero discrepancies across 5 consecutive years.
- Resolved 90%+ of customer complaints at first contact, escalating and tracking complex cases through to full resolution.
- Mentored incoming tellers on KYC, fraud checks, and customer service standards, strengthening branch-wide compliance.
- Championed bank products and services in customer conversations, contributing directly to branch sales targets.

Personal Shopper

Feb 2015 – Mar 2017

Supermart.ng, Victoria Island, Lagos

- Fulfilled 40+ online grocery orders daily with high accuracy, applying quality checks that reduced return rates.
- Proactively flagged out-of-stock issues and offered tailored substitutions, preserving customer satisfaction.

Receptionist

Dec 2013 – Dec 2014

Max Royal Hotel & Suites, Lagos, Nigeria

- Directed front-desk operations, reservations, and billing across phone, email, and in-person channels, achieving zero overbooking incidents.
- Defused guest complaints as first point of contact, upholding service standards and protecting satisfaction scores.

CERTIFICATIONS

- Certified Customer Service Professional (CCSP) — Telepoint Communications Ltd, Houston, TX — 2014
- Certified Telesales Professional (CTP) — Telepoint Communications Ltd, Houston, TX — 2014

EDUCATION

Higher National Diploma (HND), Civil Engineering — Federal Polytechnic Nekede, 2011

National Diploma (ND), Civil Engineering — Federal Polytechnic Nekede, 2008

Teaching Assistant (NYSC), Secondary School, Niger State — Aug 2012 – Jul 2013: Organized supplementary tutorials that measurably improved student performance in Mathematics and Sciences.