

DEBBIE OFILI

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Bladensburg, MD 20710

PROFESSIONAL SUMMARY

I have a consumer service representative experience And a degree In Management from Ashworth College With a background in Customer Service and Administrative Assistant providing superior Knowledge And customer satisfaction and with excellent Communication and problem solving skills and also a background as a Retail worker with 3 years experience, in cashiering ,inventory management, stocking,retail and sales, with good organizational skills, processing of transactions and replenishment of stocks and customer service. Worked with team members to contribute to store success.

EDUCATION**Bsc.Management: Business management**

Ashworth College, Norcross, GA

May 2020- July 2023

Diploma :Event planning

Ashworth College, Norcross, GA

Diploma :Wedding planning

Ashworth College, Norcross, GA

Digital Marketing

Google Certification

Child Safeguarding Training

United Nations

Professional Experience**Customer Service Representative**

Dar Insurance Agency, Riverdale, MD, United States,

October 2021- November 2022

- Resolve customer related issues as they arise,on a Personalized basis to provide the utmost customer Experience.
- Inquires into client requests or complaints utilizing System and contract provisions to provide resolution Within established administrative guidelines.
- Anticipated needs and resolve problems to keep Customer happy
- Followed up and completed customer inquiries ,while Multitasking between multiple computer programs and Operations.
- Provided accurate information about products and Services to customers.
- Answered Inbound calls to handle various concerns, And setting appointments.
- Met personal ,team and company goals in customer Service environment.

Usher Volunteer

Rose of Sharon RCCG, Capitol Heights,
United States, September 2019 -July 2022

- Assisted Patrons with locating seats and Restrooms.
- Welcomed guests with friendly conversions and Comprehensive support.
- Greeted guests upon arrival and assisted with sitting Arrangement
- Distributed programs, promotional materials and other Items to guests as needed.
- Participated in post -event cleanup efforts including sweeping floors, removing trash, and resetting seating Areas.

Children's Church Teacher

Solomon Porch Worship Center, Jessup, MD,
United state, November-2016 - July-2018

- Provided religious education to the children's church.
- Cleaned surroundings, before and after service.
- Assisting with locating restrooms

Cashiering and Inventory management Associate , Retail associate and Sales associate

Home Care- Ikeja, Lagos, Nigeria
January 2014 - February 2016

- Managed daily cashiering, processing payments, handling customers transactions, providing customer service.
- Properly operated POS system, ensuring precise transactions, making certain there are no errors.
- Approached customer query and settled issues in a quick and professional manner
- Restocked stocks as needed in a timely manner, managed regular inventory audits and ensured correct pricing.
- Worked together with vendors to receive order, and authenticated shipments of inventory
- Participated in the pricing and labeling of new products and arranged products in the right places in the store.
- Cleaned, organized, and welcomed Customers.

Skills

- Call Management
- Sales
- Clerical Support
- Detail oriented
- Technical proficiency

- Data Entry
- Good Communication
- Problem solving
- Research
- Pricing and product labeling
- Inventory supervision and stock refiling
- Operating customer transactions

References

Available on Request

Languages

English

Awards

Sea School Leadership and training program