CHINENYE JUDITH CHIGERE

Customer Success | Customer Support | Operations Specialist

Abia State, Nigeria |

Professional Summary

Customer Success and Operations professional with 10+ years of experience supporting customers, managing business operations, coordinating logistics, and improving internal workflows. Proven ability to resolve customer issues quickly, maintain long-term client relationships, and improve service delivery. Known for resolving over 90% of customer issues on first contact and reducing operational delays through structured planning and process improvements. Tech-savvy problem solver experienced with POS systems, QuickBooks troubleshooting, and learning new digital tools quickly. Seeking a remote Customer Support, Customer Success, or Operations role.

Core Skills

Customer Support • Customer Success • Client Relationship Management • Issue Resolution • Operations Coordination • Administrative Support • Logistics Planning • Vendor Management • CRM & Support Tools • Technical Troubleshooting • Sales Support • Process Improvement • Data Entry • Time Management • Written Communication

Professional Experience

Operations & Customer Relations Specialist – Vicars Nigeria Enterprises Limited (Oct 2015 – Jan 2026)

- Managed 50+ customer interactions weekly via phone and in-person support, resolving inquiries and complaints.
- Achieved over 90% first-contact issue resolution improving customer retention.
- Guided customers in product selection to support sales and customer satisfaction.
- Improved workflow efficiency by simplifying operational processes for staff.
- Coordinated logistics and delivery schedules, reducing delivery delays by about 30%.
- Maintained strong vendor relationships and coordinated supply deliveries.
- Troubleshot POS and accounting systems, resolving about 80% of technical issues independently.
- Customized receipt formats and adjusted POS/QuickBooks settings to reduce transaction errors.

Additional Experience

Assistant Secretary / Customer Service Representative – A.C. Harmony Enterprises Nigeria Ltd. (2010 – 2012)

- Supported administrative operations, responded to customer inquiries, and maintained office records.

Technical Skills

POS Systems • QuickBooks • Microsoft Office • Google Workspace • Email & Chat Support Platforms • Data Entry Systems

HTML • CSS • Tailwind CSS • Basic JavaScript

Remote Work Skills

Virtual Communication • Online Customer Support • Digital Collaboration Tools • Remote Problem Solving • Time & Task Management • Independent Work Execution

Education & Training

Ebonyi State University – B.Sc. Food Science and Technology

LinkedIn Learning – Customer Service: Problem Solving and Troubleshooting

Digital Witch – Technical Support

Data Entry Academy – Data Entry

Web Design Training

Additional Information

Work Authorization: Eligible to work remotely for international companies

Availability: Open to full-time, part-time, and contract roles