

# Michael U Chioma

## Professional Summary

### Driven College Student Seeking Entry-Level Role

Motivated and eager to contribute, with leadership experience and a strong work ethic. Skilled in time management, problem-solving, and interpersonal communication. Seeking a full-time position that offers professional growth and hands-on learning opportunities.

## Work History

### Stadium People - Customer Service Representative

Dallas, TX

04/2024 - Current

- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.
- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Developed strong product knowledge to provide informed recommendations based on individual customer needs.
- Responded to customer requests for products, services, and company information.

### Nordstrom - Personal Shopper/Stylist Sales Associate

Dallas, TX

02/2020 - Current

- Balanced multiple tasks simultaneously, prioritizing urgent requests without compromising attention to detail or overall service quality.
- Placed completed orders in labeled, temperature-appropriate storage pending customer pick up.
- Consistently met deadlines and quality goals for accuracy and timeliness.
- Tracked substitutions and informed customers of changes.
- Reviewed customer orders closely to locate desired items and checked app regularly to identify changes.

✉ michaelchioma704@gmail.com

☎ (469) 912-9618

📍 Dallas, TX 75105

## Skills

- Proficient in Microsoft Word/Excel/PowerPoint
- Program Management & Advocacy
- Customer service
- Adaptability and flexibility
- Customer satisfaction measurement
- Relationship building
- Call center experience
- Order processing
- Order fulfillment

## Education

05/2023

**Texas Southern University**

Houston, TX

Bachelor of Business Administration:  
Marketing

05/2019

**De Soto High School**

Dallas, TX

High School Diploma

- Certification for Fashion and Design
- GPA: 3.0

- Maintained high satisfaction ratings by completing orders quickly and making good selections for customers.

**Sweet and Peas Daycare - Volunteer**

Dallas, USA

11/2018 - Current

- Monitored the safety and well-being of children ages 6 months to 12 years' old
- Created a schedule of daily activities to promote fun and education
- Assisted employer by maintaining a clean but safe environment

**Sonic - Crew Leader / Team Member**

Houston, USA

04/2016 - 02/2020

- Excellent customer service including handling customer complaints
- Trained 2 to 3 employees at a time on food preparation
- Handles cash and card transactions actively while serving customers
- Assists cross-functionally between departments as needed

**Green Seed Vegan - Cook**

09/2019 - 12/2019

- Follow safety/ health guide line when preparing meals
- Set-up and clean equipment for daily food preparation
- Perform multiple tasks smoothly and effectively in a fast paced environment

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***Activities***

- Texas Southern University Buildings & Grounds Committee
- De Soto HS Business Marketing/Management Curriculum
- De Soto HS Fashion and Design Organization
- De Soto Track Team Captain
- Work-Study - TSU Career Center Division of Student Services