

Ikpila Erastus Doorumun

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The General Manager,

Benue Digital and Infrastructure Company PLC (BDIC),
#64 JS Tarka Way, Opposite Railway Market,
Makurdi, Benue State.

Application for Customer Support & Training Specialist Position at BDIC

Dear Hiring Manager name,

I am writing to express my passionate interest in the Customer Support & Training Specialist position at the Benue Digital and Infrastructure Company (BDIC), as advertised on your official website. With over eight years of combined experience in customer service, marketing, peer education training, and relationship management, I am confident I possess the skills and knowledge to excel in this role within the dynamic field of digital infrastructure.

My Expertise and Leadership Skills in Building Strong Customer Relationships and Delivering Solutions.

For the past 10 years, I have thrived in several leadership roles, from Peer Education Training at Ark-Gold Enterprise to Relationship Manager at Better Life Microfinance Bank, where I lead and managed nMSMEs portfolios of International Fund for Agricultural Development (IFAD), and to my roles as Customer Support Officer where I was later promoted to the Marketing Manager position at Leisure Investment Capital. My experience encompasses all aspects of the customer support and training cycle, including market research, campaign planning, staff training, content creation, budget management, and performance analysis. Notably, in my previous roles, I led various teams on different tasks, overseeing projects from ideation to execution, ensuring efficient budget allocation, and achieving excellent results.

Understanding Relationship Building:

During my time as a Relationship Manager at Better Life Microfinance Bank, I honed my skills in building strong relationships with clients, understanding their needs, and providing them with tailored financial solutions. This experience has instilled in me a deep understanding of the challenges and opportunities faced by customers. I am confident in my ability to connect with this vital customer segment and support their growth aspirations.

Additional Strengths:

- Proven ability to manage multiple tasks efficiently and prioritize effectively under pressure.
- Excellent communication, interpersonal, and negotiation skills.
- Outstanding trainer and public speaker.
- Strong analytical and problem-solving skills with a data-driven approach.
- Proficient in Microsoft Office Suite and adaptable to learning new technologies.

In conclusion, I am confident that my combined skillset and experience make me a strong candidate for the Customer Support & Training Specialist position at BDIC. I am eager to learn more about this exciting opportunity and discuss how I can contribute to the success of your team in advancing digital infrastructure services in Benue State.

Thank you for your time and consideration. I have attached my resume for your review and look forward to hearing from you soon.

Sincerely,

Erastus Ikpila Doorumun

Customer Service Ancestor

Call: 08068064029 | Email: erastusikpila@gmail.com