ABOUT ME

A polite and motivated professional Customer Service individual with over 4 years proven experience in managing the relationship between Business and Customers. Good communication skills, Interpersonal skills, and Problem-solving skills. Committed to maintaining relationships to increase profitability and drive Business results.

**SUMMARY**

A professional Customer service individual with over 4 years proven experience in managing the relationship between business and customers. Good communication skills, interpersonal skills, and problem-solving skills. Committed to maintaining relationships to increase profitability and drive business results.

**CORE COMPETENCES**

* CRM 365  Avaya (Email and Call)
* Microsoft office  Hootsuite (Social Media – Facebook, Instagram and Twitter)
* Microsoft Teams  Finacle

**WORK HISTORY**

**FirstBank of Nigeria, Limited, Lagos.**

**Client Service Group**

# Digital Interaction (Social Media Specialist) June 2021- till date

* Providing primary customer support to internal and external customers.
* Handling enquiries, complaints and requests coming in through the Social Media platform (Facebook, Instagram, or Twitter)
* Up sell and Cross sell all banks product and services
* Relates with other units to resolve customers’ issue as fast as possible

# FirstBank of Nigeria, Limited, Lagos.

**Digital Interaction (Email Administration) Sept; 2019- May 2021**

* Handled enquiries, complaints and requests coming in through the Contact center mailbox.
* Handled referred mails and calls on complaints, enquires and request from the front office
* Generated daily email interaction reports for collation and paste individual email register on the

unit’s continuous email register

# FirstBank of Nigeria, Limited, Lagos.

**Contact Center Inbound Aug; 2018 – Aug; 2019**

* Adapted to new applications and maintain knowledge of current technologies.
* Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
* Handle complaints enquires and request via the telephone
* Logged all interactions with adequate information on CRM.

# Service Executive Jan; 2012 –Feb; 2014

**Unified Payment Services, Victoria Island, Lagos**

* Captured customer feedback to communicate to superiors for ongoing improvement.
* Maintained composure when faced with difficult customer situations
* Interpreted management directives to define and document administrative staff processes.

# CERTIFICATION

* + Effective Contact Centre Agent Certification Training by NLP Ltd, 2020
  + Graduate Member (GNIM) Nigerian Institute of Management (Chartered) 2018
  + Associate Member (ACILRM) Chartered institute of Loan & Risk Management 2018

# EDUCATION

2013 - 2016 **Bachelor of Science: Banking and Finance**

Federal University of Agriculture Abeokuta – Abeokuta Ogun State 2009 – 2011 **Ordinary National Diploma: Insurance** (Upper credit)

Lagos State Polytechnic, Isolo Lagos

# REFEREE

To be provided upon request