

EDEH PRECIOUS
CHINEDU
ISON XPERIENCES
INTERNATIONAL LTD

Ibadan

35, Ogunyashe Street, Agbowo,

Oyo State.

Phone: 07034285273

Email:

edehchinedu23@gmail.com

Sex : Male

Languages spoken:

English,Yoruba and Igbo

Personal Attributes/Skills

- Fast learner who adapts easily to changes
- Maintaining business process and work culture
- Good interpersonal and customer relationship skills
- Time management skills/Problem solving skills
- Effective Multitasking skills
- Proven ability to manage through others.
- Able to motivate and lead others in a team environment.
- Excellent communication skills, both written and verbal.
- An ability to build rapport and trust quickly with work colleagues.
- Able to prioritize tasks and workloads in order of importance.
- Track record of delivering results with deadlines.
- Proficiency in anger management
- Proficiency with use of Microsoft tools
- Proficiency in Customer relationship management tools

Awards/Achievements

- Attended to over 50,000 customers and maintained an average quality and average handling time matrix of 95% and 145seconds respectively till date
 - One time best performing customer care representative
-

Education/Certification/Trainings

award R&R [2019]

Work Experience (ISON XPERIENCES INTERNATIONAL LIMITED)

- 2019:Performance improvement programme
- 2018: MTN HOW MAY I HELP YOU certification
- Information science]
- 2016:National Youth Service Corps
- 2015: Moshood Abiola Polytechnic, Abeokuta [(HND Accounting]
- 2012: Moshood Abiola Polytechnic, Abeokuta [(OND Accounting]
- 2009:Mercy Model College, Lagos (WAEC/SSCE)
- 2003: St .John Primary School(FSLC)

Sept 2018-Till date Customer care Representative [MTNN Process-Prestige Segment]

- Providing quality and top notch customer care services to the principal partner's clients
- Providing online solutions to various queries and enquiries
- Interpretation & enquiry management for High value segment customers
- Research and dissemination of products and services upgrade to members of assigned team for efficient service delivery
- Answering incoming calls from customers.
- Providing relevant information to solve customers' query while managing different scenarios that may present themselves in the course of this activity.
- Delivering quality customer service to an average of 120 customers within a 6hr shift.
- Capturing customer's data with relevant application to resolve their issues.
- Maintains customer records by updating account information.
- Contributes to team effort by accomplishing related results as needed.
- Attracts potential customers by answering product and service questions
- Suggesting information about other products and

Work Experience (ISON XPERIENCES INTERNATIONAL LIMITED)

services.

- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

January -October 2017 Customer care Representative [Airtel Process]

Work Experience (GOVERNMENT SECONDARY SCHOOL)

- Query resolution for customers using all recommended applications
- I ensure that I prepare report for inventory during customer interaction
- Delivery of follow up and feedback for HVC (High value customers)
- I deliver quality service for my customer ensuring that I also meet up with all my set KPI parameters like AHT, Tagging & login
- Providing online solutions to various queries and enquiries
- Research and dissemination of products and services upgrade to members of assigned team for efficient service delivery
- Answering incoming calls from customers.

March 2015-April 2016 Class room Teacher(National Youth Service Corps)

- Implementing academic curriculum.
- Teaching and evaluating students on subject matters as relates to curriculum.
- Record and maintain accurate student's attendance records and grades
- Rendering guidance counselling to students
- Classroom management
- Dissemination of high morale & ethical principles

Hobbies & Special Interest

- Finding solution to challenges and breaking into new fields
- Continuous self- improvement
- Reading novels, making research, meeting people and brainstorming.
- Great zeal and enthusiasm into research and development of problem solving entities
- Sports

Reference

Available on Request

