

Chidi- Benson, Peace Oluwatobi

Gender: Female.

Marital Status: Married.

Date of birth: 18 April, 1989.

Address: House 3 Ori Oke Road, off Abbey Technical, Odo-Ona Elewe, Ibadan, Oyo State.

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Background

Customer Care Representative with experience in;

- Complaint handling and resolution.
- Follow up/in-touch visitation to customers.
- Inbound and outbound call handling.
- Administrative/Clerical Services.
- Front office administration.
- Data entry.
- Research conducting.
- Order processing.

Work Summary.

LAPO Microfinance Bank Limited, 65 Kudirat Abiola Way, Oregun, Lagos, Nigeria

Position: Client Relationship Officer.

April 2014 – December 2017.

Responsibilities;

- Product assessment: Visit unions, branch council meetings and clients business places to identify clients needs and obtain feedback on level of satisfaction with products and services.
- Complaint resolution: Attend to online and walk-in complaints and requests, handling inbound/outbound calls, troubleshoot queries, liaise with clients and affected staff/departments in resolving complaints.
- Client advisory: Monitor clients businesses to determine the level of sustainability and recommend precautionary measures to medium and high risk clients.
- Information dissemination/Marketing: Keep clients updated on all products and services and engage in product marketing during clients visitation, rallies and via telephone.

- Administrative function: Update clients' records; document and circulate Client Relations and Marketing Group Minutes of Meetings; provide the Head, Client Relations Unit with consolidated monthly reports of Client Relationship Officers from States and Head Office.

Ramadco Nigeria Limited, 5 Abbey Technical Road, Odo-Ona Elewe, Ibadan, Oyo State
Position: Secretary.

May 2012 – March 2014.

Responsibilities:

- Front Office Management: Ensure that the office environment is neat and tidy always. Welcome clients and visitors, determine the nature of their visitation and direct them to appropriate offices.
- Order processing: Process orders of construction materials and follow up on sales department to ensure prompt delivery to customers.
- Administrative duties: Arrange meetings, appointments and travels of staff.

Personal Skills

- Excellent communication and negotiation skills.
- Attention to detail, excellent planning, organizing and time management skills.
- Ability to work effectively as a team member and leader.
- Ability to maintain effective performance under pressure.
- Ability to adapt successfully to changing situation and environment.

Education

B. A. Linguistics (with relevant course work in Sociolinguistics)

2006 – 2010 University of Ibadan, Oyo State, Nigeria

Languages

English (fluent), Yoruba (fluent), French (Basic).