

UZU, ANWULI IFELUNWA

EMAIL: uzuanwuli90@gmail.com

PHONE: +2348138221367

ADDRESS: Felele, Scout Camp, Ibadan State, Nigeria

LinkedIn Profile: <https://www.linkedin.com/in/uzu-anwuli-ifelunwa>

SUMMARY

I am a highly skilled and experienced Customer Support Specialist passionate about providing exceptional service. With over 5 years of experience in the banking industry, I have honed my skills in resolving customer complaints effectively, empathetically, and promptly. My expertise lies in building strong customer relationships, contributing to sales targets, and consistently achieving high customer satisfaction ratings. I am proficient in using CRM tools, collaborating with team members, and adept at conducting research.

SKILLS

- Excellent interpersonal and positive customer engagement.
- Collaborative with a strong analytical mind.
- Active listening.
- Time management.
- Good judgment and decision-making.

EXPERIENCE

Sales and Service Associate -Union Bank Plc, Ekiti State, Nigeria
2017 –2023

- Maintain effective and efficient service delivery to customers within the 24-hour turn-around time.
- Resolve customer complaints promptly, empathetically, and professionally.
- Consistently added to the bank's deposit and sales targets by hitting 80%
- Contribute to the bank's 100% customer satisfaction rating in 2022.
- Collaborate with team members to achieve back-to-back sales through upselling and cross-selling to achieve a 100% sales target.

Farm Supervisor- Bauchi State Agricultural Development Programme, Nigeria
2015-2016

- Managed poultry farm operations.
- Timely vaccinated birds within one week of introduction to reduce the mortality rate.
- Conducted marketing and sales of 100% of the raised birds.

Assistant Manager - Emco Guest House, Lagos State, Nigeria
2014-2015

- Coached new and existing staff to improve sales skills, communication, and multitasking abilities.
- Developed a selected menu resulting in a 50% increase in patronage.
- Negotiated with vendors to obtain 20% discounts on products.
- Ensured good record keeping.
- Achieved an 80% increase in profit for the organization within months of being an assistant manager.

EDUCATION

Bachelor of Agriculture, Animal Breeding, and Genetics

Federal University of Agriculture, Abeokuta, Ogun State, Nigeria
2014

CERTIFICATIONS

- Certificate of Membership, 2018 - Chartered Institute of Customer Relationship Management
- Diploma Certificate in Customer Service and Marketing, 2018 - College of Supply Chain Management
- Professional Chartered Postgraduate Diploma in Customer Relationship Management, 2018 - The Chartered Institute of Bankers of Nigeria
- Conduct and Ethics Certification, 2019 - The Chartered Institute of Bankers of Nigeria
- Annual Ethics and Compliance Certification, 2022 -The Chartered Institute of Bankers of Nigeria
- Introduction to Microsoft Excel, 2022 - Project Certificate Coursera
- File Security Associate (OFSA), 2023 - OPSWAT
- Introduction to Critical Infrastructure Protection (ICIP), 2023 - OPSWAT

- Mastering the Basics of Microsoft Excel (CPD Certified), 2023 - Alison
- Diploma in Human Resources Management (CPD Certified), 2023 -Alison