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# HARIRATU SAIDU

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No 5 Ahlusunnah Estate, Kasumu, Ibadan, Oyo State. ♦ 08186950068 ♦ saiduharira5@gmail.com

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## PROFESSIONAL SUMMARY

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A confident and dedicated Customer Service professional with knowledge of service delivery and customer satisfaction. I am actively seeking a challenging role in a reputable organization that possesses opportunities for career growth, training and development.

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## SKILLS

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- Creative problem solving
- Strategic sales knowledge
- POS systems expert
- Sales expertise
- Complaint resolution
- Proficient in Microsoft office package
- Administrative support

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## WORK HISTORY

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**Customer Service Representative**, 04/2021 to 02/2022

**Zenith Bank** – Makurdi, Benue State

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Established cordial relationship with customer's, ensured prompt attendance to customers complaints and enquiries
- Answered customer telephone calls promptly.
- Updated account information to maintain customer records.
- Provided splendid customer services to customers in a friendly and courteous manner.
- Responded to customer requests for products, services and company information.

**Cashier**, 06/2019 to 01/2021

**Bold And Beautiful Salon And Spa** – Abuja, Fct Abuja

- Payment recipient via cash, cheques, vouchers, and credit cards.
- Answered questions about store policies and addressed customer concerns.
- Issuance of receipts, discounts and money vouchers.
- Greeted customers entering store and responded promptly to customer needs.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Keeping of cash books, receipts and bank reconciliation.

**Office Secretary**, 04/2018 to 03/2019

**Saki West Local Government Secretariat.** – Saki West, Oyo State

- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Provided clerical support to company employees by copying, faxing and filing documents.
- Kept reception area clean and neat to give visitors positive first impression.
- Assisted the Head of Local Government on cooperate duties.

- Effectively organized and minute meetings.

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## EDUCATION

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**BA Archaeology:** 11/2017

**Ahmadu Bello University Zaria** - Kaduna, Nigeria.

05/2013

**Senior Secondary School Certificate** - Makurdi, Benue State.

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## ACCOMPLISHMENTS

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- Customer Relations - Earned highest marks for customer satisfaction, company-wide.
- Customer Follow-up - Ensured that customers were satisfied with company products and services by doing purchase follow-up calls.
- Conflict Resolution - Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction.

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## REFERENCE

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Available on Request.