

Chinonso John Nkpolukwu

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Data Entry Professional

Award-winning customer service professional of over 7 years experience, seeking successful application of Information Technology knowledge, customer service expertise and data entry experience towards Data Entry role.

Areas of Expertise

- Customer Service
- Communication Skills
- Data entry
- Navigating range of business systems
- Troubleshooting/problem solving
- Sales expertise

Professional Experience

PSO & Data Entry, {REMOTE}

My Emergency Dr, Sydney - [2019 - Present]

- Exceptional data entry for industry leader in tele-health
- The gathering and compiling of patient information into required database
- Providing administrative support to emergency medicine specialists and management team
- Remotely liaising with other allied health care professionals
- Providing expert customer servicing both over the phone and app services
- Contributing to changing the way medicine is practiced in Australia

Member Care Consultant

HCF Insurance, Parramatta - [2018 - 2019]

- Ensuring customer satisfaction through excellent customer servicing
- In depth understanding of the Australian healthcare system, and the ability to relay information to members and apply information to members unique situation
- Poise, readiness and comfort in handling and owning challenging calls
- Expert troubleshooting when handling members online queries
- Selling life insurance by educating members in order to meet daily and monthly KPIs

Customer Service Representative, Inbound & Outbound Specialist

NRMA Motoring & Services, Sydney Olympic Park - [2016 - 2018]

- Expert customer servicing, whilst identifying new sales, upselling and cross-selling opportunities
- Cross-skilled in multitude areas including insurance, roadside assistance, inbound and outbound
- Fluency navigating range of business systems including Rapport, Avaya, Siebel, Orbit, CAD, Microsoft Windows (XP, 7, 8, 10), Microsoft Server, GMS, Mac OS, IOS, and Android
- Providing coaching and feedback to newer employees

Education

- **CompTIA A+ Certification**
- **Bachelor of Information Technology** (RMIT University)
- **Certificate 3 & 4 in Fitness** (Australian Institute of Fitness)
- **Allsaints Catholic Senior College** (High School Certificate)