

KELECHI FAVOUR

CUSTOMER
SERVICE
REPRESENTATIVE



PROFILE INFO

An experienced customer service professional with excellent communication and interpersonal skills. Proven ability to handle customer inquiries, resolve Complaints, and provide exceptional service to customers.



WORK EXPERIENCE



HOUSE OF ASSEMBLY, ABIA STATE

APRIL-2022 -
JANUARY-2023

Personal Assitant

- Filing and reporting constituent complaints. . Managed executives' email and correspondence, prioritizing messages and drafting responses as necessary to maintain effective communication.
- Coordinated complex international and domestic travel arrangements, including flights, accommodations, and transportation, to ensure smooth and efficient travel.
- Conducted research and provided summaries and recommendations on various topics, such as potential solutions to constituent's needs, investment opportunities,



HEARTLAND HOLIDAY RESORT

JUNE 2021 -
DECEMBER 2021

CUSTOMER CARE REPRESENTATIVE

- Escalated complex technical issues to the appropriate teams for resolution. Provided technical support to customers via phone and email, troubleshooting and resolving technical issues.
- Assisted with developing customer support documentation, including FAQs, user guides, and training materials.
- Conducted customer training sessions on product usage and best practices.
- Maintained up-to-date knowledge of product features and functionality to effectively support customers.



MY SKILLS & EXPERTISE

- Excellent communication and interpersonal skills.
- Strong problem-solving and critical thinking.
- Ability to work well and handle multiple tasks simultaneously.
- Fluent in English Language



MY REFERENCE

Hon Obinna Ichita

House of assembly member,
representing Aba South

Mr Emmanuel Ibe

CEO metro graphics



CONTACT



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Email

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Address

Abuja, Nigeria



EDUCATION



2016-2018

Diploma in Business Psychologu

NNAMDI AZIKIWE UNIVERSITY



April 2023

certifed digital marketer

GOOGLE DIGITAL SKILLS



LANGUAGE

- English
- Igbo

