# **Delivering Excellence in Customer Service**

Customer Service Professional | Expert in Client Relationships & Sales Growth | Experienced in Healthcare & Call Center Operations

Contact Me

Learn More About My Services



Louisa Ilamaha

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# **About Me**



Hi, I'm **Louisa Ilamaha**, a highly motivated and results-driven Customer Service professional with a proven track record of exceeding expectations and delivering exceptional customer experiences. With over 6 years of experience in the industry, I specialize in building strong client relationships, resolving complex issues, and driving continuous improvement. Throughout my career, I have consistently demonstrated a passion for exceeding customer expectations. I've honed my skills in complaint resolution, relationship building, and customer retention. I thrive in fast-paced environments and excel at multitasking while maintaining a high level of attention to detail.

Get Consultation



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#### **Services**



#### **Customer Support**

Providing responsive and efficient support to address customer inquiries



## **Client Relationship** Management

Building strong, long-lasting relationships with clients to foster loyalty and trust.



#### **Customer Retention Strategies**

Implementing strategies to improve customer satisfaction and retention rates.



**Customer Experience** 



**Sales Growth** 



**Quality Assurance** 





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#### **Customer Experience Improvement**

Enhancing the overall customer journey with a focus on satisfaction and loyalty.



#### **Sales Growth Strategies**

Developing targeted strategies to drive revenue growth through enhanced customer service and retention efforts.



#### **Quality Assurance**

Ensuring that all customer interactions meet high standards of excellence and service quality.



#### Feedback & Survey Management

Gathering customer feedback to drive improvements and enhance customer



#### **Team Training & Development**

Training and developing customer ervice teams to deliver consistent and



#### **Process Optimization**

Streamlining customer service processes to improve efficiency and overall performance.



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# **Portfolio**



#### **Zuri Health**

Market Expansion & Key Accounts

Al Zuri Health, I played a pivotal role in expanding our market presence by successfully securing new key accounts. This effort not only increased our revenue but also strengthened our brand in a highly competitive industry.



#### **Checkups Medical** Centre

Customer Satisfaction & Service Excellence

Excelence

While at Checkups Medical Centre, I boosted customer satisfaction scores to 100% by leveraging my deep knowledge of medical services and insurance coverage. My ability to empathize with patients and swiftly resolve their concerns led to a significant improvement in service standards.



#### **Ecom Services** Limited

Fraud Prevention & Service Excellence

Excellence

During my tenure at Ecom Services

Limited, I led the charge in fraud
prevention and customer service
excellence. I identified and mitigated
potential fraud cases daily, which
safeguarded company revenue and
enhanced operational efficiency. My
dedication and performance earned
me a promotion to Team Lead.



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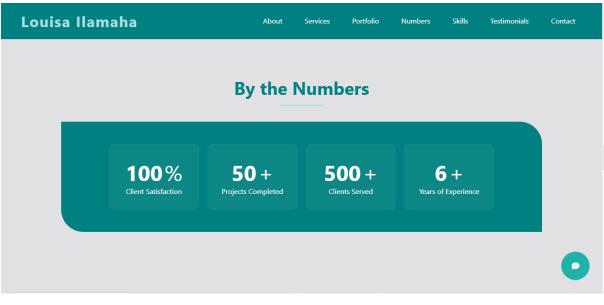


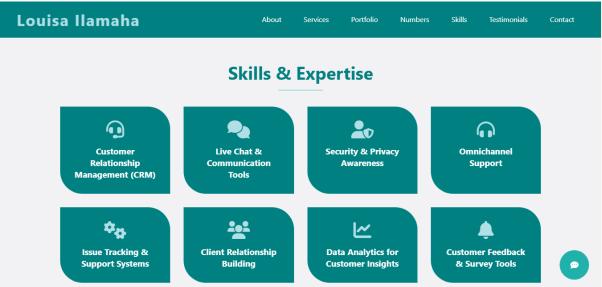
#### Zuri Health

Client Retention & Customer Engagement

Engagement

As a Customer Service Executive at
Zuri Heatth, I not only maintained a
high client retention rate of 80% but
also significantly increased
customer call intake from 40 to 60
calls daily by using open-ended
questions and making effective
suggestions, thereby enhancing
overall customer engagement.







# **What Clients Say**

"Louisa's ability to understand and address our patient needs in the healthcare sector is unparalleled. She swiftly resolves complex issues, ensuring our clients receive exceptional care. Her dedication to improving patient experience has made a significant impact on our practice!"

- Dr. Emma J., Chief Medical Officer at HealthFirst Clinic

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"Louisa's expertise in building strong client relationships in the healthcare sector has been instrumental in improving patient satisfaction scores. She proactively addresses concerns and ensures every patient feels valued and cared for. A true asset to our team!"

- John M., Director of Operations at WellnessCare Hospitals

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"Working with Louisa in the tech industry has been a game-changer for us. Her problem-solving skills and ability to build strong relationships have helped us streamline our customer support processes. Her contributions have been vital in enhancing our client retention!"

- Alex T., CTO of InnovateTech Solutions





