

# EMMANUEL NKOSI

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RANDBURG SOUTH AFRICA

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## OMNI CHANNEL RELATIONSHIP CONSULTANT

I am a dedicated professional who thrives on challenges and consistently delivers results. With a strong background in customer care and a proven track record, I am committed to exceeding customer expectations and fostering long-lasting relationships.

My dedication to customer care is not just a profession but a passion. I'm driven by the desire to make a positive impact, and I welcome the opportunity to connect with like-minded professionals who share my commitment to excellence in customer service.

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## STRENGTHS AND EXPERTISE

Onboarding  
Business Development  
Strategic Planning

Reporting  
Negotiation Skills  
Client Relationship Management

Team Leadership  
Communication  
Operations Management

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## PROFESSIONAL EXPERIENCE

### Multichoice Group

2021 - 2023

#### BPO Project DSG & Afrizan

##### Responsibilities

##### Nesting & Onboarding:

- Designed and delivered comprehensive nesting programs for new BPs, immersing them in the customer care.
- Facilitated shadowing opportunities with CSRs and team leaders, providing first-hand exposure to daily operations.
- Organized workshops and training sessions on key customer care processes, policies, and tools.
- Guided BPs on building effective relationships with CSRs and fostering a collaborative environment.

##### Coaching & Development:

- Developed personalized coaching plans for BPs based on individual needs and areas for improvement.
- Conducted regular one-on-one and group coaching sessions to provide feedback, guidance, and support.
- Partnered with BPs to set performance goals and track progress towards achieving them.
- Stayed abreast of industry trends and best practices in customer care and coaching methodologies.
- Identified and recommended opportunities for continuous improvement within nesting and coaching programs.
- Developed and maintained training materials and resources for BPs and CSRs.

##### Additional Responsibilities:

- Provided ongoing support and consultation to BPs on customer care-related matters.
- Collaborated with HR, Operations, and IT to ensure seamless integration of coaching and development programs.
- Contributed to creating a positive and supportive work environment for BPs and CSRs.

### Multichoice Group

2019 - 2023

#### OMNI CHANNEL RELATIONSHIP CONSULTANT

##### Responsibilities

- Remedied issues quickly and within parameters of company-mandated policies and procedures.
- Asked open-ended questions to determine which products or services would be best fit for customer's needs.
- Handled inbound customer chat conversations from various websites.
- Provided online demonstrations to educate customers on product features and online help resources.
- Cultivated relationships with new customers and maintained good partnerships with existing clients.
- Reduced process inconsistencies and effectively trained team members on best practices and protocols.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Collected and analyzed customer information to prepare product or service reports.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Processed customer adjustments to maintain financial accounts.
- Recorded account information to open new customer accounts.
- Developed and updated databases to handle customer data.
- Followed up with customers about resolved issues to maintain high standards of customer service.
- Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.
- Enhanced productivity levels by anticipating needs and delivering outstanding support.
- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Educated customers about billing, payment processing and support policies and procedures.

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## **EDUCATION**

### **HyperionDev**

2023 -

Full Stack Web & Software Engineer

The intellectual enterprises of computer science and the art of programming.

Topics include abstraction, algorithms, data structures, software engineering, communications, and web programming.

Languages include SQL plus HTML, CSS, and JavaScript.

Skills: HTML5 · Java · PHP · Git · CSS · JavaScript · SQL · React.js · Express.js · Node.js · MongoDB

### **Orlando West High**

Completed 2013

Grade 12

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References are available on request.