

Augusta Amadi

Contact

Address

Lagos, Nigeria

Phone

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E-mail

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Skills

Problem Solving Skills

Organization and Time Management

Microsoft Office Suite

Interpersonal Communication

Flexible and Adaptable

Leadership

Creativity and Resourcefulness

Languages

English

Igbo

Yoruba

Resourceful and dedicated recent school graduate with excellent analytical skills and a demonstrated commitment to providing great customer service.

Work History

Jan 2023

- Current

Customer Support Representative

Visual ICT Limited, Maitama, Abuja

- Recommended solutions to complex situations through research and critical thinking and escalated customer to supervisor for enhanced support.
- Connected with customers to address questions and resolve issues through phone and email.
- Contributed ideas and practical solutions to support process improvement efforts.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Increased sales by educating prospects on benefits of products and services in comparison to competitors.
- Supported customer questions and issues by gathering data, analyzing needs, evaluating possible resolutions, and implementing best solutions.

March

2019 –

Dec 2021

Customer Support Intern

Cyberpro Technologies, Lagos, Nigeria

- Established and monitored customer service standards by employing recognized and comprehensive benchmarks.
- Answering clients as they come through email and calls.
- Responsible for informing clients via emails when there are downtimes of the companies' systems.

Jan
2016 –
Dec 2018

Administrative Clerk

Fecund, Lagos, Nigeria

- Provided clerical and administrative support for various departments.
- Monitored incoming and outgoing mails in the company.
- Performed general receptionist duties involved in answering the telephone, greeting clients and visitors, and handling incoming and outgoing mails.

May 2013
– August
2015

Sales Representative

Gilbest, Lagos Nigeria

- Organizing sales meetings and appointments to drive leads.
- Collaborated with other teams to determine best products to promote or withdraw.
- Reaching out to customer leads through calls and emails.

Education

2022

Imo State University
B.SC Economics (Second Class Upper)

2007 - 2013

Secondary School Certificate Examination(SSCE)
Jagunmolu Girls Senior Grammar School

Interests

Travelling, Reading ,Movies