

NANCY EKWERE

CUSTOMER SERVICE
REPRESENTATIVE

CONTACT



0-802-710-4872



nanakhodes@gmail.com



Uyo, Akwa-ibom state

CAREER OBJECTIVE

A dedicated and knowledgeable individual with vast experience providing exceptional customer service to a wide variety of clients. I have the ability to quickly assess customer needs and provide appropriate solutions. I'm very skilled in resolving customer issues, managing customer relations, and providing detailed product knowledge. Committed to streamlining processes to improve customer service efficiency and satisfaction.

EXPERIENCE

February 2021 - March 2023

Customer Service Representative

Nadekael School, Alimosho , Lagos

- Maintained knowledge of company products to provide helpful suggestions and recommendations to customers.
- Delivered personalized customer service relating to questions and promptly resolved basic problems on customer accounts.
- Responded to telephone inquiries and complaints following standard operating procedures.
- Handled customer complaints and inquiries in a courteous and efficient manner.

EDUCATION

February 2019

Bachelor Of Arts (B.A.) In English and Literary Studies.

University of Uyo, Uyo, Akwa-ibom

SKILLS

- Active Listening
- Customer Relations
- Customer Relationship Management
- Calm and Professional Under Pressure
- Grammar
- Coordination
- Calendaring
- Customer Service
- Critical Thinking