

# Maryann Ofomnbuk Akinyera

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## PROFESSIONAL SUMMARY

A dedicated individual with experience in optimizing productivity, efficiency, and service quality across diverse environments. Seeking a role within your organization to use my excellent customer service experience and people-oriented skills to enhance customer loyalty.

## SKILLS

- Oral and Verbal Communication
- Good Listening
- People's Management
- Time Management
- Creative Problem solving
- Emotional Intelligence

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## PROFESSIONAL EXPERIENCE

### IKEJA ELECTRIC | LAGOS | NOVEMBER 2019 – AUGUST 2022

#### CUSTOMER SERVICE SUPERVISOR

- Coordinating and supervising the team's daily activities to ensure customers' complaints are resolved, within the company's stated turnaround time while ensuring customer satisfaction
- Managing the location's customer relationship management dashboard (CRM) and providing appropriate feedback in line with the agreed SLA and TATs
- Facilitate resolution of customer queries/complaints and comments received, as well as implanting measures aimed at guaranteeing optimal customer satisfaction.

#### CONTACT CENTER

- Resolve 500+ weekly customer inquiries via phone, Live Chat, social media, and email, consistently exceeding targets.
- Interface with customers at the Walk-in unit, listen to their inquiries, complaints & requests; treat and escalate accordingly.
- Educate customers on product and service details and information.
- Confer with customers about concerns with products or services to resolve problems and drive sales.
- Adhere to company policies and scripts to consistently achieve appropriate response & turn-around time as well as quality standards.

### THE GERMAN TECHNOLOGY | LAGOS | SEPTEMBER 2018 – JULY 2019

#### CUSTOMER SERVICE REPRESENTATIVE/ADMIN. ASSISTANT

- Update social media platforms on our promo, products, and services
- Maintain all aspects of client records on the database.
- Manage both inbound and outbound communication (call, LiveChat, mail).
- Stock reconciliation monthly of the products displayed in the showroom
- Cross-selling and up-selling of products.

#### Achievements:

- Selected by management to train new team members on client satisfaction, products and services, systems, and company policies and procedures.
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## EDUCATION

- **In-View: Nova Scotia Community College, Halifax, Canada.**  
Graduate Certificate in Business Intelligence and Analytics
- **2017: Obafemi Awolowo University, Ile-Ife, Osun State, Nigeria.**  
Master of Business Administration (MBA)
- **2013: Olabisi Onabanjo University, Ago-Iwoye, Ogun State Nigeria.**  
Bachelor of Science in Chemistry.

## TRAINING & CERTIFICATION

- **2022: Nova Scotia Community College - WHMIS (Workplace Hazardous Material Information Systems)**
- **2022: Nova Scotia Community College – Introduction to NS OH&S (Occupational Health & Safety)**
- **2020: Assist to Hire- The Virtual Customer Service Course.**
- **2020: Contact Support Solution Limited- Customer Service Excellence.**
- **2015: Multi Resources Computer Institute, Ede- Diploma in Information Communication Technology.**

## VOLUNTEER

- **Employee Volunteer Scheme (Ikeja Electric):** We visited hospitals, prisons, and orphanages to offer them words of encouragement, gifts, and support. We also cleaned the streets and market.
- **Corps Peer Educator Trainee (C-PET):** Created awareness of HIV/AIDS and Reproductive health to people in the community

## TECHNICAL PROFICIENCIES

- M.S Office Suite (Word, Excel & PowerPoint)
- Video conferencing software (MS Teams, Zoom, Skype, etc.)
- UltimaPlus, CIS & Ikeja Electric CRM (Organization-specific)