

# ISICHEI SHARON NKEMDILIM

## 👤 Profile

Qualified Client Relationship Manager, dedicated to maintain customer satisfaction and contribute to company's success. Skilled communicator and listener with a knack for remedying conflict; excellent interpersonal communication, analytical and problem resolution prowess. Proven ability to multi-task irrespective of the complexity of the work environment.

## 📁 Employment History

### **Customer Support/Client Relationship Executive at Merrybet Gold Limited** **December 2019 — Present**

- Provided client support services in an accurate and timely fashion.
- Deployed all forms of communication techniques in relating with clients in order to solve their varying pressing needs, and increase their loyalty to our company.
- Supplied the team leader with reports on customers' feedback and also sourced for novel products and services with great business viability.
- Made timely follow-up calls on initial contacts, to provide feedback and progress on issues raised.
- Data entry and maintenance of callers and potential customers' data base.
- Explained security measures in simple terminology to help users
- Used Metabase reports for customer engagement.
- Written SQL queries for business on demand reports using Metabase.

## 🎓 Education

**Bachelor of Science (B.SC.), Biochemistry. Cross River University Of Technology, Calabar, Cross River State** **January 2015 — September 2018**

## • Certification

- Human Resource Management
- Project Management Professional
- The Complete Quality Assurance Course ( Udemy ).

## • LinkedIn Profile:

<https://www.linkedin.com/in/isichei-sharon-03b6a31b4/>

## Details

Ajah, Lagos State, Nigeria,

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## Skills

• Customer Service

• Communication and

Negotiation

• Public Speaking

• Presentation Skills

• SQL

• Computer and Internet Skills

• Emotional Intelligence

• Customer Relationship

Management

• Social Networking

• Microsoft Word

## Languages

• English

• Igbo