 **IGBOKWE NKIRU LILIAN**

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| **PERsonal information** | | |
|  | Nationality: Nigeria  Sex: Female  Religion: Christianity  Languages: Fluent in English  Contact Address: Al nadhja street Abu Dhabi  Phone Number:. +971566483659  E-mail : lillian.igbokwe@gmail.com | |
| **HIGHLIGHT:** | | |
|  | | **Dedicated Customer Representative motivated to maintain customer satisfaction and contribute to company services. Proven ability to establish rapport with clients and exceed sales quotes. Reliable and driven, with strong time management and prioritization abilities.** |
| **PROFESSIONAL WORK Experience** | | |
| Jan 2016 to Feb 2018  Oct. 2013 to Nov 2015  March 2011 to Sept 2013  Nov.2009 to March 2011 | | **FIRST CITY MONUMENT BANK**  **No 1033 Shehu Shagari Way**  **Bayelsa Guest House, Maitama, Abuja.**  **Customer Service Representative**  **Duties Included:**  Answer Customers Telephone Calls Regarding Existing Accounts.  Make Request Policy and Account Changes. Respond to Questions and Concerns about Services and Execute Calls appropriately.  Consult the Customer to Evaluate Needs and Determine Best Options.  Loan Processing and Debit Collection  Consult Customers on Options on Service and Coverage.  Upgrade Services and Offer Additional Service Package or Updated.  Consistently Improve Customers Satisfaction trough Expert Resolution of Conflicts, Issues and Concerns.  **VETO GLOBAL INDUSTRIES LTD**  Plot 759 Solomon Lar Way, Utako, Abuja  **Project Manager/HR**  **Duties Include:**  Agreeing project objective  Representing the client's or organization’s interests  Providing advice on the management of projects  Organizing the various professional people working on a project  Making sure that all the aims of the project are met  Making sure the quality standards are met  Using IT systems to keep track of people and progress  Recruiting specialists and sub-contractors  **KYMEERA INVESTMENT LIMITED**  Afri Investment House, 50, Aguiyi Ironsi Street, Maitama- Abuja  **Administrative Officer/ Customer Service Officer**  **Duties Include:**  Devised and maintaining office systems, including data management and filing;  Provided office support services to all departments in order to ensure efficiency and effectiveness within the organization.  Ensured that human and material resources are available and correctly utilized.  Assisted in preparing offer/appointment and various other letters and issue them to employees.  Arranged travel, visas and accommodation  Monitored/supervised the Office Assistants  Set up accommodation and entertainment arrangements for staff/company visitors.  **SPACE DYNAMICS LIMITED**  2A, Raymond Njoku Street, South-South Ikoyi, Lagos  **Receptionist/ Customer Service Officer**  **Duties Include:**  Effectively answering phone calls with proper introduction  Receive, direct and relay telephone messages.  Coordinated and maintained records of staff, office space, phones and office keys.  Maintained the general filing system; file all correspondence, departmental memos and records.  Provided office support services in order to ensure efficiency and effectiveness within the organization – providing word processing and secretarial support to the organization.  Properly managed of all office furniture and supplied  Effectively monitored all incoming and outgoing mails including the daily supplies of newspapers |
| **EDUCATIONAL BACKGROUND** | | |
| 2015  2014  2009:  1999: | | MSC. in Public Administration (In –View)  Associate Member, National Institute of Management  Nnamdi Azikwe University, Akwa, Anambra State.  Bachelor of Political Science  Holy Rosary College, Enugu, Enugu State  Senior Secondary Certificate Examination.(S.S.C.E.) |
| **qualities:** | | |
|  | | Excellent Communication Skill  Multitasking  Technical Skills  Organization  Interpersonal Skills  Disciplined Team Player/Leader  Creative  Innovative  Initiative and Problem Solving Skills |
| **REFERENCE:** | | On Request |