**CAREER PROFILE**

* Over 5 years of customer service, as well as 3 years of leading teams
* Team Player, able to work independently as well as in a team
* Self-starter, able to pick up new concepts and adapt to change
* Excellent communication, collaboration and organizational skills, with a strong ability to make an impact and drive change
* Strong Leadership, problem-solving and relationship management skills, delivering superior results to customers

**EMPLOYMENT HISTORY**

**THE HEINEKEN COMPANY Jan 2019- Present (CUSTOMER SERVICE TEAM LEAD)**

* Handled outbound calls regarding customer inquiries and complaint resolution
* Provided exceptional customer service experience, to generate loyal clientele
* Managed various customer service and administrative tasks, to resolve customers issues quickly and efficiently
* Supervised members of the customer service team, for complaint resolution and processing customer orders
* Recipient of multiple reviews from customers and company, acknowledging dedication to excellent customer service
* Listened attentively to caller needs to ensure a positive customer experience
* Maintained and accessed electronic and paper cataloging systems to look up product information and availability
* Managed distributors, sub-distributors and retail-outlets (customers) in my geographic region
* Maintained records of all financial activities and all customer transactions.
* Communicated effectively with customers and distributors, to meet their needs

**THE HEINEKEN COMPANY Jan 2015- Dec 2018**

(**CUSTOMER SERVICE REPRESENTATIVE)**

* Handled inbound calls from customer inquiries regarding availability of products or status of orders
* Provided exceptional customer service experience, to generate loyal clientele
* Managed various customer service and administrative tasks, to resolve customers issues quickly and efficiently
* Recipient of multiple reviews from customers and company, acknowledging dedication to excellent customer service
* Listened attentively to caller needs to ensure a positive customer experience
* Maintained and accessed electronic and paper cataloging systems to look up product information and availability
* Managed distributors, sub-distributors and retail-outlets (customers) in my geographic region
* Maintained records of all financial activities and all customer transactions.
* Communicated effectively with customers and distributors, to meet their needs

**CONSOLIDATED BREWERIES PLC Dec 2013 – Dec 2014 (CUSTOMER SERVICE REPRESENTATIVE)**

* Handled outbound and inbound calls from customer inquiries, regarding availability of products or status of orders.
* Provided exceptional customer service experience, to generate loyal clientele.
* Managed various customer service and administrative tasks, to resolve customers issues quickly and efficiently
* Recipient of multiple reviews from customers and company, acknowledging dedication to excellent customer service
* Listened attentively to caller needs to ensure a positive customer experience
* Maintained and accessed electronic and paper cataloging systems to look up product information and availability
* Managed distributors, sub-distributors and retail-outlets (customers) in my geographic region
* Maintained records of all financial activities and all customer transactions.
* Communicated effectively with customers and distributors, to meet their needs

**ACCESS BANK PLC Oct 2010 - Oct 2011 (CUSTOMER SERVICE REPRESENTATIVE)**

* Responded to telephone and in-office customer inquiries
* Demonstrated a talent for communicating effectively with customers from diverse backgrounds
* Ensured quick complaint resolution.
* Provided quality service to customers
* Listened attentively to customer needs to ensure a positive customer experience
* Memorized the company’s products and tools
* Recommended products or solutions within customer budgets and proactively followed up with all leads
* Ensured brand projection & visibility amongst new & existing customers

**EDUCATION**

* B.Sc. in Agriculture (Animal Science), Babcock University (Oct 2010)

**TECHNICALSKILLS**

* Proficient in office tools: Outlook, Word, Excel, PowerPoint

**PROFESSIONAL QUALIFICATION& DEVELOPMENT**

* Heineken Code of Business Conduct July 2020
* Heineken Security Awareness September 2020
* Heineken Code of Business Conduct April 2019
* Heineken Code of Business Conduct April 2018
* Heineken White Belt Continuous Process (Improvement Lean on the Web Training) October 2017
* Heineken International Security Awareness Training October 2017
* Vendor Management August 2015
* Leadership Acquisition Skills January2004- 2011