

NGWOKE, ADANNE IRENE
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OBJECTIVE

Ada comes along with an excellent communication skill combined with compassion, enthusiasm and passion for learning, professionalism defines the strongest aspect of my character, personality and work ethics. Thus, I strive for excellence and precision at all times, attaining professional distinction and proficiency in an organization.

Work Experience

Fermod International multichoice (DSTV) Super Dealer

Job Title; customer service representative (CSR)

2015-2019

- Provide first contact resolution to customer inquiries, requests and complaints.
- Simplified the processes of retrieving data from the computer system, maintaining department records.
- Attract potential customers by answering product and services questions, suggesting information about other products and services.
- Opens customers account by recording account information.
- Answering incoming calls resolving issues with both customers and credit control unit.
- Resolve products and services problem by clarifying customers' complaints, push it to the unit that will handle it, if necessary and follow it up for a quick resolution.
- Develop best practice for all customer interactions and evaluate emerging trends and capability.
- Investigate and resolve complaints efficiently, effectively and consistently.
- Ensure escalations are documented for reference and learning purposes.
- Build and maintain cordial relationships with key staff in all units to enhance productivity.

- Provide customers' feedback to management for improvement.

EDUCATION QUALIFICATION

Ebonyi State University, Abakaliki, Ebonyi State 2008-2012

Qualification B.Sc in Computer Science

2000 – 2006 Community Secondary School, Obukpa, Nsukka, Enugu

Qualification Senior Secondary School Leaving Certificate

1995 – 2000 Ajuona Primary School Obukpa, Nsukka, Enugu State

Qualification First School Leaving Certificate

OTHER SKILLS

- Ability to work independently
- I am well organized and can manage different responsibilities effectively. This is evident by my ability to combine work and study effectively during my BSc
- Strong written and oral communication developed through constant academic report writing
- I am a team player with an ability to solve problem on the spot
- Critical thinking developed through various assessed coursework involving a critique of scientific papers, and my research project thesis.
- Great interpersonal skills developed through interactions with my colleagues, service users at work, classmates during my degree programs.

TECHNICAL/I.T SKILLS: I am proficiency in the following programming languages;

HTML, CSS and JAVASCRIPT.

Microsoft 365

Advance Ms word, excel and Power Point

HOBBIES: I have kin interest in **technology development**, *volunteering* Jobs and adventurous trips.

PERSONAL INFORMATION

- Gender: Female
- Nationality: Nigerian
- State of Origin: Enugu State
- L.G.A: Nsukka
- Language: English, Igbo