

BEST ABUJAH

C U S T O M E R S E R V I C E R E P

+2347077494715

Dakwo, Abuja 900107, Federal Capital Territory

abujahjasonb@gmail.com



SUMMARY

Motivated and results-driven Customer Service Representative with one year of experience in delivering exceptional service and driving customer satisfaction. skilled in negotiation, issue resolution, and providing tailored solutions to meet diverse customer needs. Seeking to leverage my communication and problem-solving abilities in a dynamic customer service environment.

EXPERIENCE

Customer Service Representative

Oneada Kitchen/Jewery | [18th January 2024-20th July 2024]

- Provided outstanding service to customers, ensuring their needs were met and any issues were resolved swiftly.
 - Actively communicated with customers through email, and live chat, maintaining a high satisfaction rate (95%+).
 - Identified customer pain points and escalated complex issues, consistently offering efficient and thoughtful solutions to enhance the customer experience.
 - Managed a high volume of inbound inquiries, meeting daily and monthly performance metrics and targets.
 - Recognized for consistently maintaining a positive attitude in high-pressure situations, ensuring customer loyalty and satisfaction.
- Key Achievement:
- Increased customer retention by 20% through proactive outreach, addressing concerns, and offering personalized product recommendations.

CUSTOMER SERVICE NEGOTIATOR

OJT Gadget | [4th September 2024 - 6th January 2024]

- Specialized in negotiating payment terms, and ensuring mutual satisfaction between customers and the company.
- Worked directly with customers to facilitate payment plans, negotiate payment settlements.
- Applied active listening and negotiation strategies to turn difficult situations into opportunities for customer retention and revenue recovery.
- Collaborated with internal teams to ensure accurate account details, billing issues, and customer concerns were addressed promptly.

EDUCATION

ISCG University

Bachelor's degree in science
2021-2024
Computer Science

SKILLS

- Excellent communication and interpersonal skills
- Conflict resolution and problem-solving
- Active listening and customer empathy
- Negotiation and account management
- Time management and multitasking
- Strong organizational skills

CERTIFICATIONS

- Certified Communications Skill (CCS)
- Certified Negotiation Skills (CNS)
- Certified Customer Service (CCS)

ADDITIONAL INFORMATION

- Fluent in [English]
- Available for flexible shifts, including evenings and weekends