FumnaNya Obi

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**Summary**

Talented Customer Service Assiate skilled at balancing customer needs and company demands. Effectively build loyalty and long-term relationships with customers while achieving all individual sales goals.

**Skills**

|  |  |
| --- | --- |
| * Active listening * Problem-solving abilities * Team leadership * Inbound and outbound calling | * Results oriented * Verbal/written communication * Reliable and punctual * Sales expertise |

**Experience**

Customer service representative | Skip the Dishes. - Winnipeg, MB | 12/2019 –

* Ensure the delivery between the courier and customer is moving smoothly by providing assistance and clarity for customers.
* Learned customer needs and assist them in find solutions.
* Escalated customer satisfaction ratings by offering valuable insights to customers needs and expectations
* Deescalating problems and proposing ideal solutions
* Ensuring the feedback of the quality of the food Is sent back to the restaurant

Leader Peer Advisor | International College of Manitoba (ICM) - Winnipeg, MB  |  06/2017 - 08/2018

* Responsible for coordinating and training of the new peer advisors
* Organizing presentation for the new international student for orientation
* Worked collectively with education professionals to deliver in-school support for identified students in courses
* Coordinated the development and implementation of students Individualized Education Programs (IEPs)

Customer Service Representative |  Dayo's Travels & Tours - Ikeja, LA  |  06/2016 - 11/2016

* Providing information to clients and prospects
* Organizing a sufficient office record
* Collecting feedback from client
* Informing long term client about deal and new item
* Ensuring the office is well organized and clean
* Booking and following up on client's appointment

**Education and Training**

University of Manitoba  |    |   Winnipeg, MB  |  2022

Bachelor of Science: Computer Science and Programming

International College of Manitoba  |    |   Winnipeg, MB  |  2017

Bachelor of Science: Computer Science and Programming

Stee high school   |    |   Lagos, LA  |  2016

High School Diploma

**References**

REFRENCE Available upon request.