

NWANKWO, Promise Nwankwo

Lagos state

(+234)8062537697 • giftedpromise125@gmail.com

CAREER OBJECTIVE

To be a professional problem-solver, fully equipped and making a substantial impact wherever I find myself.

EXPERIENCE

PATIENT CARE EXECUTIVE

Smile 360 Dental Clinic 2020-2022)

- Answering patients' questions related to booking of appointments.
- Answer up to 80-100 incoming calls per day
- Receive patients' inquiry and convert inquiry to production
- Identify and assess patients' needs to achieve satisfaction
- Getting approvals for customer's procedures for health insurance.
- Recommend potential products and services to management.

CUSTOMER CARE REPRESENTATIVE

Upsilon Care, Lekki (2019–2020)

- Investigate customers' complaints and rectify the problems by coming up with recommendations of possible actions and solutions
- Functioned as a Customer Service Representative.
- Answered customers questions related to products and services
- Managed a large amount of incoming calls
- Identified and assesses customers' needs to achieve satisfaction
- Recommended potential product or services to management • Captured all customer issues, maintained a tracker, and ensured regular updates to all responsible parties
- Provided product information to new and existing consumers.

QUALITY ASSURANCE OFFICER

Climax Oil and Production Sokoto (2017– 2018)

- Determined and ascertain the procedure, standards in production, quality and specifications of products
- Ensure that petroleum products met American Society for Testing and Materials (ASTM) standards
- Tested for viscosity, highest flaming and freezing temperatures and foaming characteristics of both raw materials and finished product.

KEY SKILLS

Knowledge of Html, Css, JavaScript, Bootstrap and React Js.

- Strong analytical skills with the ability to listen to and analyse customers' needs and make appropriate decisions based on available data
- Customer oriented and positive customer service attitude with effective communication skills
- Proficient in CRM tools; including Zendesk, Intercom and HubSpot
- Proficient in Google Suite and Microsoft Office Suites; including Excel, Word, and PowerPoint

VOLUNTEER ACTIVITIES

- Youth Volunteer Teacher (2016)
- Arise care. Health for the elderly (2020)

EDUCATION

2022-2023	SheCodesFoundation
2018 –2019	University of Lagos M.Sc. Microbiology
2010–2016	Usmanu Danfodiyo University, Sokoto B.Sc. Microbiology

REFEREES

Available on request