

Mbah, Juliet Nwakaego

NIGERIA

Contact Address:

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Date of Birth:

AUGUST 11-1990

Language Spoken:

Igbo,Hausa,Yoruba,English

State of Origin:

Abia State

Marital Status:

Single

Personal Attributes/Skills

- Fast learner who adapts easily to changes
- Maintaining business process and work culture
- Good interpersonal and customer relationship skills
- Time management skills/Problem solving skills
- Good Supervisory /Reporting skills
- Effective Multitasking skills
- Microsoft Office Suite (Word, Excel and PowerPoint)
- Excellent verbal and written communication skills
- Proven ability to manage through others.
- Strong & effective presentation skills
- Able to motivate and lead others in a team environment.
- Excellent communication skills, both written and verbal. Ability to build rapport and trust quickly with work colleagues.
- Able to prioritize tasks and workloads in order of importance.
- Track record of delivering results with deadlines.
- Proficiency with use of Microsoft tools
- Proficiency in Customer relationship management tools
- Quality champion award for outstanding quality customer service
- Attended to over 200,000 customers and maintained an average quality and average handling time matrix of 95% and 145seconds respectively

Education/Certification/Trainings

- 2020 University of Ibadan, B.sc in Business administration
- 2017:Emmashallom Catering Service
- 2017: MTN HOW MAY I HELP YOU CERTIFICATE
- 2013:Divine Touch Computer School
- 2011 National Examinations Council (NECO)

- 2007: Igboire High School, Senior school leaving certificate

OPTIVA CAPITAL PARTNERS LTD.

Customer Relationship Management Executive

September, 2023 – Till Date

Lagos State , Nigeria. – On-Site

Skills: Customer Loyalty

MTN NIGERIA PLC JUNE 2021 TILL DATE

Team Supervisor /SIM reg, SIM Swap and NIN

Registration Officer

October 2018 – 2019, CCR 2019-2020 Assistant

Team Lead (MTN Process—Outbound)

- Providing quality and top notch customer care services to the principal partner's clients
- Telemarketing of client's products & services via campaign calls
- Intelligence gathering, analysis & reporting for client
- Providing enterprise business solutions for corporate consumers.
- Management of customer accounts as a result of sales
- Deployment of consumer satisfaction/feedback based surveys ■
Facilitating customer based interactions on regular basis

***2017 Oct – Nov 2018 Customer care Representative
[MTNN Process— Prestige Segment]***

- Providing quality and top notch customer care services to the principal partner's clients
- Providing online solutions to various queries and enquiries
- Interpretation & enquiry management for High value segment customers
- Research and dissemination of products and services upgrade to members of assigned team for efficient service delivery
- Answering incoming calls from customers.
- Providing relevant information to solve customers' query while managing different scenarios that may present themselves in the course of this activity.
- Delivering quality customer service to an average of 120 customers within a 6hr shift.
- Capturing customer's data with relevant application to resolve their issues.
- Maintains customer records by updating account information.
- Contributes to team effort by accomplishing related results as needed.

- Attracts potential customers by answering product and service questions
- Suggesting information about other products and services.
- Maintains and improves quality results by adhering to standard

2012-2015(Receptionist/Admin Attendance)

NESTLE NIGERIA

**PLC(FLOWERGATE
FACTORY)**

- Provide on request, clear information, revision, updates on available services.

June 2016-Jan 2017 (High Value Sales Executive) handling and resolution of billing or service complaints in adherence to documented procedure and or process.

- Leading the team to resolve services problems by clarifying the customers' complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Follow-up on customer inquiries not immediately resolved.
- Finding solution to challenges and breaking into new fields
- Continuous self- improvement
- Great zeal and enthusiasm into research and development of problem solving entities

Reference base on request

