DORIS OMUGHELLI

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09, RASAK KADIRI STREET, ONOSA, IBEJU LEKKI LAGOS. +234 8160116474

PROFESSIONAL SUMMARY

Energetic Customer Experience
Personnel with 3+ years of
experience resolving complex
customer inquiries. Passionate
about building strong customer
relationships, driving brand
loyalty, and increasing customer
engagement.

SKILLS AND EXPERTISE

- Excellent communication
 Skills both Written and Verbal
- Data Management and Analytics
- Client Management
- Proficiency in MS office as well as CRM software such as Zendesk
- Research and Presentation.

CUSTOMER EXPERIENCE MIGO (REMOTE) DECEMBER 2019 – PRESENT

- Ensuring customer satisfaction and providing professional customer support.
- Resolve 300+ weekly customer inquiries via live chats, email, and calls consistently exceeding targets by responding to customer queries in a timely and effective manner.
- provide recommendations on business objectives, initiatives and processes to gain customer service efficiency by Training and mentoring new employees on conflict resolution, and Zendesk CRM
- Achieving 97% average customer satisfaction rating to date, surpassing team goal.
- Proposed more efficient call script to reduce average customer handling time, which was well-received and implemented by management
- Pioneered development of improved system for following up with unsatisfied customers, reducing customer churn.

PROJECT ADMINISTRATOR RAEANNA NIGERIA LIMITED NOVEMBER 2018 –OCTOBER 2019

- Attended project and cross-team meetings, ensuring open lines of communication and appropriate share of information.
- Provided administration and project management and other logistics support for a range of projects.
- Supported and assisted project team members as required to meet project requirements.
- Monitored project progress and

- Tracked expenses and predict future costs.
- General administrative and office tasks as required.

VOLUNTARY WORK

- I served as a presiding officer at the 2015 National and State General elections.
- I served as a Google Ambassador for the Google for Nigeria Event in 2018

TRAININGS AND CERTIFICATIONS

- Customer Relationship Management by New Horizon - 2014
- Basic Digital training Skill by Google - 2016
- Trainee Software
 Development by Open
 Andela Lagos Study
 Program 2016

Prepared and provided documentation to internal teams and key stakeholders.

CUSTOMER EXPERIENCE MANAGEMENT PERSONNEL STERLING BANK PLC JANUARY 2017 – AUGUST2018

- Provided splendid customer service to customers in a friendly and courteous manner at all times
- Improved customers banking experience with the bank ensuring that they are attended to promptly and all their challenges are resolved without delay.
- Informed and suggested new banking products to customers
- Provided information to customers on their account status and account balances
- Opened new accounts according to laid down banking rules and guidelines.

BUDGET ADMINISTRATIVE ASSISTANT (NYSC) IBEJU LEKKI LOCAL GOVERNMENT DECEMBER 2014 - OCTOBER 2015

- Coordinated the clerical and secretarial functions within the Office of Management and Budget, as directed by the Budget Director
- Scheduled appointments and maintains calendar sourcing for prospects.
- Maintained records of expenditures, maintaining and monitoring budget accounts, records, and cumulative balances for designated budget categories.
- Received, opened, and distributed incoming and outgoing mail; initiates and/or transmits inter-office memos, notices.

DATA ENTRY INTERN ETAZ NIGERIA LTD JUNE 2012 – SEPTEMBER 2012

- Assisted in Compiling, verifying accuracy and sorting information to prepare source data for computer entry.
- Reviewed data for deficiencies or errors, correcting any incompatibilities and checking output.
- Responded to queries for information and access relevant files.
- Carried out other administrative duties as assigned.

EDUCATION

➤ B.SC ECONOMICS BOWEN UNIVERSITY 2010-2014