

MPEH GLORY AKAN

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PROFILE SUMMARY

Proactive and detail-oriented Customer Service Professional with over 5 years of experience in client relations, administrative support, and communication strategy. Skilled at managing high-volume inquiries, resolving concerns, and providing empathetic support that enhances customer satisfaction. Strong communicator with proven ability to multitask, stay calm under pressure, and uphold company reputation.

CORE SKILLS

- Customer Relationship Management
- Email & Phone Support
- CRM & Ticketing Systems
- Complaint Resolution
- Data Entry & Record Management
- Call Handling (Inbound/Outbound)
- Microsoft Office & Google Workspace
- Time Management & Prioritisation
- Conflict Resolution & Problem Solving

PROFESSIONAL EXPERIENCE

Partner Retention Manager — Afrilish UK

Oct 2024 – Present

- Managed a portfolio of UK vendor partners, ensuring strong engagement and satisfaction.
- Monitored performance data to improve service and retention rates (+20% in 3 months).
- Resolved partner concerns and supported onboarding operations.

Social Media & HR Manager — DGS Medical Ltd

2023 – Present

- Handled customer interactions on social media, increasing engagement by 40%+.
- Assisted with HR support, internal communication, and employee experience tasks.
- Managed inquiries from patients including scheduling support.

Executive Assistant to MD — Avilia Healthcare Ltd

Oct 2023 – Aug 2024

- Delivered administrative and communication support to leadership.
- Coordinated schedules, meetings, and documentation.
- Handled confidential information with professionalism.

Sales & Client Relationship Executive — Huttworks

May 2023 – Nov 2023

- Surpassed monthly sales targets while supporting client onboarding and retention.
- Responded to queries and complaints with a solution-focused approach.

Client Executive & Communications Officer — Jestone Education

Feb 2023 – May 2023

- Managed client relationships and follow-ups to maintain satisfaction.
- Provided reports on feedback that improved service quality.

EDUCATION

MSc, Criminology & Security Studies — National Open University of Nigeria (In Progress)
Expected July 2025

BSc, Psychology (2nd Class Upper – CGPA: 4.45)
Renaissance University, Enugu State | 2014 – 2018
- Best Student in Psychology (2014 & 2018)
- Member, Nigerian Psychological Association (NPA)

CERTIFICATIONS

- Product Management – Alison
- Working as a Virtual Assistant – Alison
- Executive Assistant Skills – Alison
- Excel 2021 for Beginners – Alison

INTERESTS

Digital content creation, communication strategy, and media trends. TikTok community builder with 5,000+ followers and consistent engagement. Enjoys music, film, and exploring new cultures.