

ERHABOR PAMELA OVBOKHAN

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SUMMARY

With over 3years experience as customer service personnel and 2years as administrative personnel, I seek challenging opportunities where I can fully use my skills for the success of the organization.

EXPERIENCE

2014 - 2015	Forbes Global Project Customer Service Representative Processing orders, forms, application and requests. Acknowledging and resolving customer complaints.
2018 - 2019	Max International (NYSC) Customer Care Representative/Sales Executive Manage customer service and repay report to Management. Answer inbound customer service calls, respond to customer email. Resolve product or service complains. Monitor performance by delivering a superior customer satisfaction, increase loyalty and generate more sales.

EDUCATION

2018	Tai Solarin University of Education, Ijebu-Ode Economics BSc. (Ed) Double Hons.
2014	St. Augustine's College, Idimu, Lagos West African Senior School Certificate Examination WASSC
2004	Eresoyen Primary School, Benin City First School Leaving Certificate Examination First School Leaving Certificate

SKILLS

Superior conflict resolution and customer service skills

Exceptional multi-tasking abilities

Extensive knowledge of spreadsheet programs, data tracking software, and Microsoft Office products

Listening and comprehension skills Able to remain patient and calm in frustrating situations

Exceptional Time Management

Commitment to corporate vision, mission and values

Ability to work well and remain focused under pressure

Organized and detail-oriented

Creative problem-solving and critical thinking skills

Friendly and engaging personality

Upbeat and positive regardless of the type of conversation

Record-keeping and documentation skills

Excellent written and oral communication as well as conversational skills

INTERESTS

Reading

Surfing for new and latest information

Participating in mind refreshing games.

Social Media

News platforms