
IMOH UMOH-OTU

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PROFESSIONAL SUMMARY

Enhance team performance and maximize customer satisfaction by strategically managing complaints and implementing process improvements. Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

SKILLS

- Team Management
- Customer service
- Service recommendations
- Documentation and reporting
- Communication
- Account management
- Supervision
- Complaint resolution

EXPERIENCE

Soteria Eye Clinic, Akwa Ibom State - *Customer Service*

Representative

11/2019 - 05/2022

- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
- Helped a large volume of customers every day with a positive attitude and focus on customer satisfaction.
- Assisted call-in customers with questions and orders.
- Promoted company brand and unique offerings through personalized customer service.
- Provided primary customer support to internal and external customers

EDUCATION

Brigham Young University-Idaho, Rexburg, Idaho

Bachelor Of Science: Web And Computer Programming

Expected in 07/2025

LANGUAGES

- English
- Annang