

# SAMUEL AKASON

## GET IN CONTACT

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 samuelakason.herokuapp.com

## PERSONAL PROFILE

Samuel is a flexible, enthusiastic, self-motivated and hard working individual.

He is also a team player who is adaptable to all changing situation. I am able to work well both in a team environment as well as individually

## AREAS OF EXPERTISE

- Excellent customer service and relationship management skills
- Effectively uncover and resolve complex customer and employee issues.
- Patience, Attentiveness, Empathy
- Microsoft Office, Graphic Design
- Full-Stack PHP Web Development

## PERSONAL SKILLS

- Detail oriented
- Excellent problem solver
- Honesty, Determination and Persistence.
- Tracing and fixing Computer/Mobile Phone hardware and software problems

## WORK EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE

Horlar IT Solutions | 2019 – Present

- Greet customers warmly and ascertain problem or reason for calling
- Resolve customer complaints via phone, email, Live Chat, and social media.
- Reach out to customers and verify account information over the phone.
- Assist with placement of orders, refunds, upgrades or downgrades of account packages.

### ACCOUNTS MANAGER

Horlar IT Solutions | 2019 – Present

- Direct access to clients – Building Customer Company relationship
- Evaluates interface between Customers and Company
- Advise customers regarding new and existing products and packages

### SALES REPRESENTATIVE

Horlar IT Solutions | 2019 – Present

- Source Potential leads, Lead Generation and conversion
- Provide customers with detailed information about products.
- Prepared detailed reports, records and analyses.

### REMOTE CUSTOMER SERVICE REPRESENTATIVE

HeySphere | July 2018 – Feb 2019

- Providing expert knowledge to advise users via instant messaging.
- Respond to customer questions
- Resolve customer issues
- Identify and assess customers' needs to achieve satisfaction
- Follow communication procedures, guidelines and policies

## EDUCATION HISTORY

### UNIVERSITY OF ABUJA

Bachelor of Mathematics, 2018

### GOVERNMENT SECONDARY SCHOOL, AIRPORT ABUJA

Graduated Class of 2012.

- Member of a Debate Team
- Member of the Hockey Team