

Wokele Nwovuekwu Success.

Customer Service

Self - evaluation

Dedicated and friendly customer service representative with 3 years of experience in resolving customer inquiries, resolving issues, and ensuring customer satisfaction. Proficient in CRM software, with excellent communication and problem-solving skills.

Contacts

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Educational Background

- ❖ Bachelor in Applied Science in Communication-Brigham Young University Idaho 2023- Present
- ❖ BYU pathway-Brigham Young University Idaho 2023-2024
- ❖ Distinction in TEFL 2023

Interests

- ❖ Creating Organization
- ❖ Communication
- ❖ Content Creation
- ❖ Hosting development seminars
- ❖ Traveling

Work Experience

2024 - present Customer Service The church of Jesus Christ of Later day Saint

- ❖ Responded to customer inquiries via phone, email, and chat
- ❖ Resolved customer issues in a timely and professional manner
- ❖ Utilized CRM software to track customer interactions and resolve issues(Zendek, Genesys)
- ❖ Collaborated with team members to achieve customer satisfaction goals
- ❖ Consistently met or exceeded customer satisfaction targets

2022 - 2024 Customer Service Coptic Hospital

- ❖ Handled customer complaints and concerns in a professional and courteous manner
- ❖ Provided product information and solutions to customers
- ❖ Worked with cross-functional teams to resolve customer issues
- ❖ Participated in training and coaching programs to improve customer service skills

Achievements

- ❖ Certificate of honor -The church of Jesus Christ of laterday saint 2023.
- ❖ Best team lead-2023
- ❖ Family History Basic Expert Certificate.

Skills

- ❖ Excellent communication and problem-solving skills.
- ❖ Proficient in CRM software (Genesys, Zendesk)
- ❖ Strong customer service and conflict resolution skills.
- ❖ Ability to work in a fast-paced environment
- ❖ Strong team player with excellent collaboration skills.