

NWABUOGOR EMMANUEL

CUSTOMER EXPERIENCE SPECIALISTS

CONTACT

+2348037496578

emmyboi2010@yahoo.com

SKILLS

communication skills

Interpersonal Skills

collaborative

Team Player

EDUCATION

HND In Banking and Finance

Federal Polytechnic Nasarawa

2015-2017

CIBN - 2016, student member

ND In Banking and Finance

Federal Polytechnic Nasarawa

2011-2013

Frontend web development in view

LANGUAGES

English

igbo

Hausa

PROFILE

A goal oriented individual with good collaborative team spirit and effective interpersonal relationship. A problem solving specialists with over 4 years experience in customer service and a dynamic professional. A self sufficiency motivated and solution oriented individual with high ethical standard, good in negotiating, communication skills and a team player with a will to develop capacity for smart work, can multitask.

WORK EXPERIENCE

Customer Service Executive

SUNKING

2021-Present

- Customer relationship development and management.
- Customer education on the company's products and services. Languages.
- Timely first contact response to customers' enquiries.
- Resolution of customers' queries and complaints.
- Effective customer account management using CRM and other frontline applications.
- Collate and report feedback from customers on the performance of the company's products and services.
- Identify customers' needs, carpi information, research every issue and provide solutions and/or alternative Seize opportunities to upsell

Customer Service Executive

Union Bank PLC

2020-2021

- Build sustainable relationships and engage customers by taking the extra mile.
- Frequently attend educational training to improve knowledge.
- Meet personal/team qualitative and quantitative targets.
- Manage large amounts of phone calls (inbound and outbound), chats, emails, and other communication channels
- Ensure customer satisfaction and maintain professional customer support

HOBBIES

Sport

Music

Travelling and meet new people

EXPERTISE

- Attention to detail and multitasking
- Ability to use customer service software effectively that is tech savvy
- Communication.
- Adaptability
- Tenacity
- Technical knowledge

REFERENCES

References available upon request.

WORK EXPERIENCE

Account Clerk

Nigeria Customer service Kano- NYSC

2018-2019

- Creating and processing invoices, vouchers.
 - prepare revenue generated for the month.
 - Cross-checking invoices with payments and expenses to ensure accuracy.
 - Participate in month end account closing activities.
 - Perform account payable and receivable transactions.
 - Research and resolve customer problems related to billing and payment.
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