

# **EDIDIONG INNOCENT ETOKUKO**

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## **OBJECTIVE**

Results-driven and customer-focused professional seeking a remote customer support specialist position to leverage strong communication and problem-solving skills for delivering exceptional service.

## **PROFESSIONAL EXPERIENCE**

### **EXECUTIVE ASSISTANT**

EMOHUA VICTORY FARMS LIMITED, EMOHUA, RIVERS STATE.

AUGUST 2021-NOVEMBER 2023

- Streamlined CEO's scheduling, travel arrangements, and correspondence, resulting in a 20% increase in productivity.
- Coordinated meetings, prepared agendas, and facilitated communications between various departmental heads.
- Managed confidential information with discretion and maintained a high level of professionalism in dealing with internal and external stakeholders.
- Conducted research and prepared reports to support decision-making processes.

### **GUEST RELATIONSHIP OFFICER**

VISA KARENA HOTELS, PORT HARCOURT, RIVERS STATE.

AUGUST 2020-AUGUST 2021

- Provided outstanding customer support to guests, addressed inquiries, resolved issues, and ensured high level of customer satisfaction.
- Assisted with check-in and check-out procedures.
- Provided information about hotel services, facilities, and local attractions.
- Collaborated with cross-functional teams to implement process improvements, which resulted in a 15% reduction in guest complaint resolution time.
- Responded to external calls and emails for reservations or complaint, maintained a prompt response time and resolved guest concerns.
- Processed payments and handled bill inquiries.
- Maintained accurate records and information of guest, including their feedback, interactions and resolutions.

- Maintained a high level of Guest satisfaction through empathetic approach in communication and problem resolution.
- Assisted Guests in navigating and utilizing online platforms, ensuring a positive user experience.

### **SKILL**

- Excellent written and verbal communication skills
- Multi-channel Support
- Strong problem-solving and analytical abilities
- CRM Software Proficiency
- Ability to work independently and collaboratively in a remote environment
- Time Management skill with the ability to prioritize tasks effectively
- Customer Relationship Building
- Product knowledge

### **EDUCATION**

B.Sc in Environmental Resource Management  
University of Calabar  
2019

### **CERTIFICATIONS**

- Project Management Profession  
Coursera  
Ongoing
- Virtual Assistant  
Lily Vision Agency  
2023
- Customer Relationship Management  
Lily Vision Agency  
2023

### **INTERESTS**

Human Resource Management, Customer Relationship Management, Administrative Duties, Virtual Assistance, Web development, Research, Budgeting, and Volunteering for Charity.

