

# FANNY VIRTUOUS OLUWAFUNMI

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21, Adebiyi Street, Magodo Phase 1, Ojodu, Lagos

## PROFESSIONAL SUMMARY

Diligent Customer Experience professional successful at satisfying all types of customers with creative and knowledgeable solutions. Lead team of customer service-focused professionals to improve customer ratings, reduce complaints and increase business.

## WORK EXPERIENCE

### CUSTOMER EXPERIENCE LEAD

07/2019 to CURRENT

#### Pettycash Nigeria | Lagos, Nigeria

- Developed highly empathetic client relationships and earned reputation for exceeding service standard goals
- Liaised with credit department to ensure prompt payment of Clients' returns on investment
- Increased efficiency and team productivity by promoting adherence to operational best practices and company policies
- Described investment packages to customers, thoroughly explaining details and processes of company services
- Promoted to team lead of customer service for displaying outstanding enthusiasm and remaining calm in extremely trying situations
- Achieved high customer satisfaction scores by de-escalating complaints quickly
- Assisted customers each day with investment questions

### CUSTOMER EXPERIENCE OFFICER

12/2018 to 06/2019

#### Pettycash Nigeria | Lagos, Nigeria

- Greeted clients and guests professionally and courteously to cultivate and maintain welcoming atmosphere
- Communicated with clients to review contract, answer any questions and learn about their unique scenarios and how to troubleshoot
- Defused customer concerns with exceptional conflict and problem resolution skills
- Compiled customer feedback and recommended service delivery improvements to management

### GRADUATE INTERN (CUSTOMER SERVICE OFFICER)

06/2018 to 12/2018

#### Pettycash Nigeria | Lagos, Nigeria

- Maximized customer satisfaction by handling more than 50 customer email and telephone interactions each day

### BASIC TECHNOLOGY TEACHER

04/2017 to 07/2017

#### St. Francis Junior Grammar School | Lagos, Nigeria

- Managed consistent, learning-focused classroom environments by establishing and communicating clear objectives for all students
- Integrated internet technology into teaching sessions to further enhance students learning

## AUTOCAD DRAUGHTSMAN

05/2016 to 07/2016

### Arch Koncepts And Media | Lagos, , Nigeria

- Worked with architects, engineers and customers to efficiently resolve planning and construction issues
- Evaluated information provided by architects and system subcontractors and created accurate drawings according to measurements and specifications
- Used computer-aided design software, including AutoCAD and Revit to prepare blueprints

## SKILLS

- Customer Service excellence
- Professional telephone demeanor
- Excellent written and oral communication skills
- MS Office proficiency, AutoCAD and Corel Draw
- Service standard compliance
- Multitasking
- Merchandising
- Product Knowledge
- Description and Demonstration of Products

## EDUCATION

### Bachelor of Science | Building Technology And Education

10/2017

### University of Nigeria, Nsukka, , Nsukka, Enugu, Nigeria

- Graduated with Second Class Honors, Upper Division

## ACCOMPLISHMENTS

As Customer experience Lead at Pettycash Nigeria, I have garnered the following achievements:

- Customer Service - Consistently received positive feedback from guests and created repeat business by developing long-term relationships with customers. Handled guest complaints, maintaining a positive dining experience for all rest
- Conflict Resolution - Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction
- Customer Follow-up - Ensured that customers were satisfied with company products and services by doing purchase follow-up calls

## HOBBIES AND INTERESTS

Meeting and talking to new folks, reading financial commentaries and listening to good music

## REFERENCES

Available on Demand