**First Name of Application CV No 1637028**

Whatsapp Mobile: +971504753686



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**PersonalInformation**

Date of birth: 28­th August, 1986

Civil status: Single

Religion: Christianity

Nationality: Nigeria

**ProfileSummary**

A motivated, adaptable and responsible individual who values honesty, integrity and teamwork. I’m very enthusiastic in what I do and I’m quite keen in learning new things at every given opportunity. I have a methodical customer focused approach to work and a strong drive to see things through to completion. With a wide range of skills such as excellent communication skills, excellent leadership skills and being a great team player are some of the skills which I bring to the organization, which would aid me to perform any task without any hassle.

**Strengths**

* Superb customer service skills
* Performance driven and strong team player
* Excellent coordination and communication
* Team leading, coaching and training experience
* Initiatives in supporting operations management
* Proven in conflict resolution – issue handling
* Strategic planning – process improvement

**Key Qualification**

* **Bachelors in economics (B.sc)**

Ambrose Alli University, Nigeria (2000-2005)

**Career Snapshots**

Customer Service Supervisor – Gloval Resources, Nigeria

Customer Care Executive – Obedafe Holdings, Nigeria

Customer Service Assistant - Sammyjoe and Company, Nigeria

**Proven Job role**

**Customer Service Supervisor – Gloval resources (August 2014 – December 2015)**

* Training and induction of new employees
* Ensured proper flow of information in the organization through strong channels of internal and External communication
* Delivering safe and top quality customer service to daily customers
* Liaise with  other  departments or  teams  to  exchange information,  coordinate  activities  and  promptly to resolve issues.
* Monitor performance by gathering relevant data
* Keeping records of customer interactions and different transactions, recording details of complaints, comments, inquiries
* Answering calls politely and professionally to provide information about products and services

**Customer Care Executive – Obedafe Holdings Limited (March 2012 – August 2014)**

* Assisting in sales and getting hold of potential customers by answering product and service questions
* Organize and schedule customer orders to an approiprate department
* Letting the customer know the cause of the problem and resolving the same with adequate information and help
* Always choosing the best solution to solve a problem and following up to ensure proper resolution
* Analyzing customer needs and recoommending products based on those needs
* Getting feedbacks and quality assurance on identified or unidentified errors

**Customer Service Assistant - Sammyjoe and Company (June 2008 – October 2011)**

* Interact with customers to know their requirements and needs
* Resolve conflicting and complex issues relating to customer services
* Maintain and manage customer files and databases
* Coordinate and collaborate with cross-functional teams to ensure quality services to customers
* Implement company policies and procedures in providing good customer services

**Skills**

Ms Words, Excel (level intermediate)

**Hobbies**

Reading, watching football, meeting interesting people