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| **Ezeakalue**  ***Office Assistant / Customer Service Professional***  **E-mail:** [Ezeakalue.381162@2freemail.com](mailto:Ezeakalue.381162@2freemail.com) | C:\Users\cvwriter\Desktop\IMG-20180614-WA0001.jpg |

**Profile Synopsis **

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Enthusiastic, Dynamic and Customer-centric professional offering 7+ year’s record of delivering key significant contributions towards companies’ continued business growth; Displayed robust competency in handling wide range of duties in domains of Office Administration, Clerical Duties and Customer Service. Demonstrated capabilities in carrying out multiple tasks simultaneously, performing well under pressure, meeting tight deadlines, maintaining strict confidentiality of company records, coordinating with third parties and surpassing performance parameters; Possess enthusiasm, tenacity and initiative in achieving performance goals, desirous for continuous learning with excellent communication, analytical, coordination, organization, time management, problem-solving, interpersonal skills. Seek a solid career foundation and good outcome within growing organization that provides an opportunity for career growth and professional experience.

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| **Strengths & Skills** | |
| * 7+ years experience as Customer Care & Research * Ability to take note Oral & Written instructions * Ability to deal effectively w/ phone and email inquiries * Adoptable to work within a team or Independently * Possess Integrity, Creativity, Honesty & Teamwork | * Excellent Customer Service & Office Administration * Capabilities to Multi-task & meet tight deadlines * Superb tolerant & handle pressure w/ ease & efficiency * Outstanding Analytical & Problem Solving Skills * Goal oriented – Dynamic – Vibrant Personality |

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| **Educational Qualification** |

**Bachelor's Degree in Economics (B.Sc Honors) –** *Caritas University, Enugu State, Nigeria* **Nov 2005 – Oct 2009**

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| **Career Snapshot** |

**Customer Care Supervisor / Transport Services –** *Zanzibar Nigeria Ltd., Nigeria* **Jan 2011 – Dec 2017**

**Research Executive (NYSC) –** *Decision Support Consulting Ltd., Nigeria* **Nov 2009 – Oct 2010**

*(Marketing Research Consultancy)*

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| **Core Competency** |

**General Administration**

* Provide general administrative support including mailing, scanning, faxing, copying and other clerical and administrative support to management/employees. Act as a point of contact on all administration matters, deal tactfully with all people.
* Manage diary, schedule appointments, record minutes of the meeting, and organize details of travel and events, Knowledge of the organization set up and upholds confidentiality in all official transactions.
* Communicate with internal departments as well as all third parties to exchange information, coordinate activities and promptly resolve issues.
* Open, sort and deliver incoming correspondence, including faxes and e-mail, file and restore documents, records, reports and arrange travel itineraries for executives.
* Read and analyze incoming memos, present reports to find out its significance on various concerns and plan its distribution to the appointed unit for the proper response.
* Provide high tolerance in attending internal or external customer queries, deal with clients and visitors and deliver support to the management or executive level.
* Create printed and electronic materials (e.g. databases, reports, forms, budgets, requisitions, brochures, agendas, minutes, etc.) for the purpose of documenting activities, providing written support and conveying information.
* Maintain inventories of supplies, equipment, and materials (e.g. ordering, organizing, monitoring, certifying & calibrating scales, Office keys, etc.) for the purpose of ensuring the availability of items as needed.
* Manage all kinds of administrative and clerical work efficiently, highly skilled in preparing correspondence including statements, forms, reports, presentations, applications and other documents.

**Customer Service**

* Act as the first point of contact for customers while projecting a professional image at all times. Highly proficient in providing first-class customer experience resulting in satisfaction, loyalty, and retention.
* Verify the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
* Perform the full range of customer service duties, provide customer service and assistance to the public, and answer telephone calls, screen, and direct calls.
* Respond to client inquiries and problems, providing necessary information and assistance; apply basic concepts, practices, and procedures for handling client’s complaints while meeting quality standards for customer services.
* Refer unresolved customer grievances to designated departments for further investigation. Keep records of customer interaction, details of inquiries, complaints, issues, comments and actions were taken.
* Obtain and examine all information to assess the validity of complaints and determine causes. Deal with multicultural clientele; resolve complaints-queries by effective problem-solving.
* Continually develop an understanding of the company’s culture, products, ethical initiatives, other areas of business and reflect the same in everyday performance.
* Contribute to the development of the organization’s goodwill/ reputation by presenting a professional image at all times.

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| **Proven Job Role** |

**Research Executive NYSC (Marketing Research Consultancy) –** *Decision Support Consulting Ltd., Nigeria*

* Responsible for quality control checks and editing questionnaires. Assisted in transcription and content analysis.
* Effectively handled Public Relations and promoting the corporate images of clients.
* Provided writing qualitative proposal and reports. Organized and moderating focus group and discussion.
* Attended to specific tasks given by the employer, consulting profession & evaluate solutions to present to the employer.
* Assisted employer to achieve personal and professional targets.

**Customer Care Supervisor / Transport Services –** *Zanzibar Nigeria Ltd., Nigeria*

* Monitored and maintain discipline in the organization.
* Ensured smooth and proper flow of the organization by monitoring employee performance and productivity.
* Liaised and meet end to end client services.
* Devolved strategy for efficient and permanent resolution of escalated problems.
* Received and resolve customer complaints. Ensure to meet and exceed customer needs.

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| **I.T Proficiency** |

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* Proficient in MS Office application (Word, Excel, PowerPoint, Email application & Internet).

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| **Personal Details** |

Nationality : Nigerian

Date of Birth : 30th June 1988

Marital Status : Single

Visa Status : Visit Visa

Languages : English

Reference : Available upon request