

BABA BATA MSHELIA

**NO.15, Peter Kokwain Street,
Ushafa Expansion Layout, Abuja.
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Professional Summary

A Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results. Diligent customer service professional successful and satisfying different types of customers with creative and knowledgeable solutions.

Skills

- GIS and RS Applications
- Data Entry and Analysis
- Customer Support
- Payment processing
- Call centre operations
- Delivery tracking
- Technical support
- Record maintenance
- Call Documentation
- Documentation and reporting.

Competencies

Computer and communication skill, Attention to details, Analytical skills, Team player and highly developed sense of Integrity and Commitment to customer satisfaction.

Work History (2022 – Current)

Customer Service Officer/Sales and Marketing. Yola Electricity Distribution Company (YEDC) - Adamawa State

- Data capturing and monitoring of all assigned to distribution transformers (DT).
- Carryout proper inspection to reduce energy theft and engage in debt recovery activities.
- Communicate with customers regarding account services, statements and balances.
- Drive cash collection activities in respect to energy billed.
- Inform customers of their overdue bills and attempt to collect payment to mitigate company losses
- Create a monthly customer record maintenance document
- Recommends potential services to management by collecting customer information and analyzing customer needs.
- Resolve services problems by clarifying the customer complaint, determining the cause of problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustments and following up on resolutions.

(2020 — 2021)	Logistics Officer Mshe Global Enterprise • Planning and coordinating logistics operations to ensure goods are delivered on time. • Managing inventory by monitoring stock levels, ordering supplies, and preventing shortages or overstocking. • Maintaining warehouse operations, including proper storage, handling and organization of goods. • Working with suppliers and vendors to ensure timely procurement of materials and resolve supply issues. • Ensuring compliance with company policies, safety standards, and relevant laws and regulations. • Solving logistics problems, such as delays, damaged goods, or supply chain disruptions.
(2017 — 2018)	Property Registration Officer (NYSC) Nassarawa State Geographic Information Service (NAGIS). • Data capturing, storing and updating all forms of geographically referenced information on the database. • Verifying accurate land information from Land Information system • Maintain an inventory of data collection and monitoring • Land registration and processing of Certificate of Occupancy (C of O)
Education	
(2018 — 2022)	Nassarawa State University, Keffi. (NSUK) • Master of Science (M.sc), Geographic Information System (GIS)
(2012 — 2016)	University of Maiduguri • Bachelor of Science (B.sc) Geography.
(2006 — 2009)	Abbas Maje Nassarawa Secondary School, Kano • Senior Secondary School Certificate (SSCE)
(1998 — 2004)	Ebony Nursery and Primary School, Kano • First School Leaving Certificate (FSLC)
Certifications	
(2012)	Hands-on Computer Institute (HIIT). • Diploma In Information Technology (DIT).
(2019)	National Space Research And Development Agency (NASRDA) • Remote Sensing And GIS Applications
Certificate Obtained (2018)	National Youth Service Corps (2017-2018)
Languages	English, Hausa

Referees

Mr. Hyellapila Bassi

Yola Electricity Distribution Company (YEDC).
Adamawa.

Tel: 07033026128.

Mrs. Asabe Malgwi

Abuja Electricity Distribution Company (AEDC).
Abuja.

Tel: 08081095516

Mr. Anthony John

Yola Electricity Distribution Company (YEDC)
Adamawa.

Tel: 07034506835