

CHRISTOPHER SAMUEL

Customer Service Representative

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PROFESSIONAL SUMMARY

Customer-focused Customer Service Representative with 8+ years of experience delivering high-quality support, resolving customer issues, and ensuring positive service experiences across finance and service industries. Proven ability to handle high-volume inquiries, maintain accurate records, and provide timely solutions. Skilled in communication, problem-solving, and CRM systems with a strong focus on customer satisfaction and service excellence.

CORE COMPETENCIES

Customer Service & Support | Complaint Handling & Resolution | Issue Escalation & Service Recovery | Customer Communication | CRM Systems & Documentation | Data Entry & Record Management | Problem Solving | Customer Relationship Management | Compliance & Service Quality

PROFESSIONAL EXPERIENCE

Financial Analyst & Loan Monitoring / Recovery Officer

SCL Finance Nigeria Ltd | Aug 2020 – Present

- Handled customer inquiries related to loans, payments, and account issues.
- Resolved customer complaints and negotiated repayment solutions.
- Maintained accurate documentation of customer accounts and interactions.
- Provided clear and professional communication to support customer needs.
- Ensured compliance with policies while delivering customer-focused solutions.

Client Retention & Onboarding Specialist/Customer Support

Projobhunter Ltd / Platinum Global Consulting/Myjobcierge (Remote, Canada) | May 2025 – May 2026

- Provided customer support during onboarding, ensuring a smooth and positive client experience.
- Responded to customer inquiries and resolved issues efficiently to improve satisfaction.
- Maintained accurate records of customer interactions using CRM systems.
- Analyzed customer feedback to improve service delivery and retention.
- Collaborated with teams to ensure consistent and high-quality customer service.

Service Centre Agent

God Is Good Logistics – Abuja | Feb 2020 – Jul 2020

- Delivered front-line customer service, handling inquiries and resolving issues.

- Investigated complaints and ensured timely and accurate resolution.
- Maintained detailed records of customer interactions and service requests.
- Supported operational teams with data validation and issue tracking.

Bank Teller / Cashier

Access Bank Plc – Abuja | Jun 2012 – Dec 2014

- Provided customer service for banking transactions and account inquiries.
- Ensured high accuracy and professionalism in all customer interactions.
- Resolved customer concerns while maintaining regulatory compliance.
- Built strong relationships through effective communication and service delivery.

EDUCATION

Diploma in Community Health Care (In Progress)

Immaculate BK School of Health Science | 2026 – 2028

HND, Applied Chemistry (Upper Credit)

Federal Polytechnic, Nassarawa | 2014 – 2016

OND, Science Laboratory Technology

Federal Polytechnic, Nassarawa | 2009 – 2011

CERTIFICATIONS

Effective Credit Risk Management & Administrative Process – First Central Credit Bureau (2024)

Diversity, Equity & Inclusion in the Workplace – Alison Academy (2025)

Diploma in Human Resources (In View) – Alison Academy (2025)

BSAFE Certificate – United Nations (2025)

Loan Portfolio Management & Debt Recovery – CRC Credit Bureau Limited (2025)

TECHNICAL SKILLS

CRM Systems | Microsoft Office (Excel, Word) | Data Entry | Customer Support Tools | Documentation | Reporting