

EROMOSELE EBOSELE EMIONWELE

PASSENGER RELATIONS
OFFICER — CUSTOMER &
SERVICE COORDINATION

CONTACT

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CORE COMPETENCIES

- Passenger & Customer Relations
- Complaint & Conflict Resolution
- Service Coordination & Follow-Up
- Cross-Team Communication
- Accurate Records & Reporting
- Emotional Intelligence Under Pressure
- Fast-Paced Operational Support

TECHNICAL SKILLS

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- CRM & Ticketing Platforms
- Google Workspace

EDUCATION

B.Sc., Medical Biochemistry
University of Benin (2016–2020)
NYSC Completed

LANGUAGES

Fluent English (written & spoken)
Working proficiency in Yoruba

PROFESSIONAL SUMMARY

Customer-focused professional with over two years of direct customer service experience and additional experience in client relationship coordination, complaint resolution, and cross-team communication. Skilled in managing high-volume enquiries, resolving issues through structured follow-up, and maintaining accurate, professional communication under pressure. Proven ability to stay calm and solution-focused in fast-paced, service-driven environments, with strong emotional intelligence and a consistent record of building trust with customers.

PROFESSIONAL EXPERIENCE

Customer Service Representative (Support Desk) | Nov 2021 – Jan 2024
Transsion Holding Company (TECNO)

- Attended to high-volume customer enquiries, complaints, and feedback professionally and promptly across phone and other channels.
- Investigated complaints and performed first-level troubleshooting before escalating complex issues to the appropriate department, ensuring timely resolution.
- Maintained accurate customer records within a ticketing and case management system with zero data loss over 2+ years.

Administrative & Sales Coordinator | Pine & Ivory Feb 2026 – Present
Limited

- Build and maintain strong client relationships, coordinating with internal teams to resolve issues and ensure a consistent, professional service experience.
- Follow up on client commitments and outstanding items through structured, disciplined tracking, supporting satisfaction and retention.
- Maintain accurate records and prepare activity reports used for daily management review.

KEY ACHIEVEMENTS

- Managed high-volume customer correspondence and records over 2+ years at Transsion (TECNO) with consistent accuracy and zero data loss.
- Consistently meets and exceeds monthly targets at Pine & Ivory through structured client follow-up and relationship coordination.
- Designed workflow tools and report templates that improved team reporting efficiency by 15%.
- Maintains a calm, professional, solution-focused manner across high-pressure, customer-facing environments.

References available on request.