

EHUWA WURAOLA

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PROFESSIONAL SUMMARY

Results-driven customer service and administrative professional with a track record of enhancing operational efficiency, improving customer satisfaction, and optimizing service delivery. Adept at managing high-volume customer interactions, implementing process improvements, and leveraging technology to streamline operations. Proven ability to meet and exceed performance metrics while maintaining a customer-centric approach.

SKILLS AND COMPETENCIES

- Excellent communication and interpersonal skills
- Problem-solving and conflict resolution
- Time management and multitasking
- Strong attention to detail
- Computer proficiency (Microsoft Office Suite, CRM software)
- Analytical skill
- Team collaboration and leadership

EDUCATION

Yaba College of Technology – OND, Office Technology Management	2017- 2019
Ogudu Junior Grammar School – Senior School Certificate Examination (SSCE)	2011- 2016

PROFESSIONAL EXPERIENCE

<i>PalmPay Limited – Call Center Agent</i>	2023 – Till Date
• Successfully handled an average of 150+ customer inquiries daily, maintaining a 95% response rate for inbound calls and chat requests. • Resolved 90% of customer issues on first contact, reducing escalations and improving customer retention. • Assisted in training new hires, improving overall team efficiency and reducing average call resolution time by 20%.	

- Assisted customers with loan application requests and provided information on available banking products and services.
- Logged and updated customer interactions, complaints, and service requests accurately on the CRM system.
- Handled customer inquiries through phone, email, and other communication channels while ensuring timely resolution.
- Maintained accurate customer records and ensured compliance with bank policies and procedures.
- Collaborated with relevant departments to process customer requests and improve service delivery.

- Welcomed and assisted an average of 200+ guests weekly, ensuring seamless check-in and check-out processes.
- Implemented a guest feedback system that improved customer satisfaction ratings by 30%.
- Managed front desk operations, including call handling and appointment scheduling, reducing wait times by 40%.
- Marquis Courier Services – Secretary 2013 – 2015
- Increased office efficiency by 30% through the implementation of an organized digital filing system.
- Handled customer inquiries and complaints, achieving a 95% positive feedback rate.
- Managed inventory and procurement of office supplies, reducing operational costs by 20%.