

EMMANUEL ARUA JAMES

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CAREER SUMMARY

I am a highly resourceful and results-driven Customer Service Supervisor and Administrator with over 12 years of professional experience delivering exceptional customer support, administrative functions and warehousing. Skilled in conflict resolution, Administration, problem-solving, and building strong, positive customer relationships. I am committed to enhancing customer satisfaction and loyalty through outstanding service delivery. I possess a proven track record of exceeding customer expectations and demonstrate strong communication, multitasking, and adaptability skills in fast-paced work environments.

WORK EXPERIENCE

Elken Global

Customer Service Supervisor

Aug 2022 – Till Date

- Supervises a team of seven customer service agents.
- Increasing client retention ratio significantly by 85%.
- Reduced customers' complaints by 40% through escalated grievance resolution procedure.
- Resolved customer enquiries efficiently through the company's dedicated hotline service.
- Complaints are properly documented within the CRM.
- Engaged with business owners (B2B) and individual customers (B2C) who expressed interest in the company's products and services, providing detailed information on product benefits and value propositions.
- Provided professional support, guidance, and advice to customers regarding the organization's products and services.
- Addressed customer concerns, objections, and hesitations confidently by delivering accurate information, clarifying misunderstandings, and reinforcing the value of the company's offerings.
- Analyzed relevant information related to customer complaints and enquiries to ensure effective.
- Collaborating with the general manager to develop and implement policies and strategic initiatives aimed at enhancing the quality-of-service delivery within the customer service department.
- Coordinate with sales and logistics department to ensure fast delivery.
- Applied strong persuasive communication and negotiation skills to convert prospects into loyal customers and drive product sales.

Tiens Nigeria

Telemarketer

Feb 2017 – July 2022

- Handled sales activities and increased annual revenue by 60%.
- Cold-calling potential customers who have expressed interest in the company's products to promote sales opportunities, while maintaining strong communication with existing customers to encourage repeat business and increase sales.
- Updating customer records, tracking contact lists, and logging the outcomes of each call in a CRM database.
- Answering client questions, overcoming doubts or complaints, and staying polite through rejection.

Administrative Officer

July 2015 - Feb 2017

- Organize and supervise all the Administrative Duties in the Office.
- Ensure general maintenance of the office equipment and facilities.
- In charge of the day-to-day running of the office.
- Liaising with the General Manager on Policies to ensure the smooth running of the office.
- Preparation of the Office Monthly Budget and management of the inventory.

Customer Service Executive

Mar 2014 – July 2015

- Providing help and advice to customers using the organization's products or services.
- Handling face-to-face enquiries from customers.
- Resolving customers' queries through a direct hotline service number.

Evergreen Alliance Limited

Logistics Officer

Sept 2011 – Apr 2013

- Clearing of consignments from the seaport and handles all shipping operations.
- Oversee the movement, distribution and warehousing of the products.
- Distribution and transportation of goods and services.
- Keep track of inventory levels in the warehouse.
- Ensure goods are stored safely and correctly.
- Check physical stock against digital records to find missing items.

VOLUNTEER WORK

World Health Organization

Independent Supervisor

Jan 2011 – Mar 2011

- Supervises the work of the Independent Monitors.
- Educating the populace on the benefits of child immunization.
- Prepare overview reports to the Ministry of Health, Ogun State.

EDUCATION

Abia State University

B.A. History and International Relations

2008

SKILLS

Email & Telephone Communication

Customer Retention

Conflict Resolution

Zoho

Cold Calling

Inventory

Positive Attitude

Lead Generation

Problem Solving

Microsoft Office Suite

Google Workspace

Google Presentation