

EMMANUEL OKON UKPONG

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PROFESSIONAL SUMMARY

Highly motivated and customer-centric professional with extensive experience in banking customer support and Hospitality sector, digital service troubleshooting, and client relationship management. Expert in resolving high-volume inquiries and providing real-time issue resolution across phone, email, and digital platforms. Proven track record of leveraging critical thinking and empathy to deliver superior service experiences and drive product adoption. Seeking to bring a service excellence mindset and advanced problem-solving skills to a dynamic Customer Service Representative role.

CORE COMPETENCIES

- Customer Experience: Client Support, Call Handling, & Issue Resolution
 - Technical Support: Digital Banking Troubleshooting & Platform Navigation
 - Systems & Tools: CRM & Ticketing Systems, Finacle/Core Banking Solution
 - Data Management: Microsoft Excel (Intermediate),
 - Communication: Conflict Resolution, Stakeholder Engagement, & Interpersonal Relations
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PROFESSIONAL EXPERIENCE

- **National Youth Service Corps (NYSC)** | Completed Nov 2025

First City Monument Bank (FCMB) | Customer Service Operator / Advisor

Jan 2024 – November 2024

- Handled 80–100 inbound customer calls daily, achieving 92% First Contact Resolution rate.
- Resolved 95% of complaints within SLA, contributing to 18% improvement in customer satisfaction scores.
- Logged and tracked cases via CRM and ticketing systems, reducing repeat contacts by 22%.
- Delivered real-time troubleshooting for digital banking services, increasing digital adoption by 25%.
- Identified customer needs and executed cross-selling/upselling strategies, driving 15% growth in product uptake.
- Improved customer retention by 20% through proactive follow-up and effective complaint resolution.

- Maintained 98% compliance and quality assurance score.

Genesis Foods | Customer Success Manager

March 2015 – October 2018

- Boosted Guest Satisfaction (CSAT) scores by resolving 100% of high-volume inquiries via phone and email with professionalism and accuracy.
 - Achieved a 20% reduction in repeat inquiries by providing quick response to orders
 - Maintained a 98% SLA compliance rate for issue resolution, ensuring that customer complaints were handled faster than the industry average.
 - Increased in revenue by my cross-selling and up selling.
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EDUCATION

- **B.Sc., Economics** | University of Uyo, Nigeria (2018–2024)
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TECHNICAL & SOFT SKILLS

- Software: MS Office Suite (Intermediate Excel), CRM Software, Workday, BambooHR.
- Banking Tech: Digital Banking Platforms, Finacle/Core Banking Solution.
- Interpersonal: Active Listening, Empathy, Adaptability, and Fast Learning.
- Analysis: Basic Data Analysis and Problem-Solving Mindset.