

ISIOMA STELLA OFUONYE



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SKILLS

HARD SKILLS

- Customer Relationship Management (CRM)
- Call Handling (Inbound/Outbound)
- Complaint Resolution
- Product & Service Knowledge
- Email & Live Chat Support
- Data Entry & Record Management
- Feedback Collection & Analysis
- Microsoft Office Suite & Google Workspace

SOFT SKILLS

Soft Skills

- Exceptional Communication
- Client-Centered Approach
- Time Management
- Multitasking & Adaptability
- Creative Problem Solving
- Empathy & Conflict Resolution
- Attention to Detail
- Team Collaboration

EDUCATION

**B.Sc. Banking and Finance –
University of Benin, Nigeria (2004–
2010)**

CERTIFICATIONS & TRAININGS

- SEO Fundamentals – SEMrush Academy (2023)
- WordPress for Beginners – Coursera (2022)

LANGUAGE(S)

- English (Fluent)

REFERENCES

Available Upon Request

PROFESSIONAL SUMMARY

Dedicated and empathetic Customer Service Specialist with over 6 years of experience delivering exceptional support across banking, telecommunications, insurance, and retail sectors. Skilled in managing high-volume inquiries, resolving customer complaints, and providing product education with professionalism and efficiency. Known for building strong client relationships, maintaining high satisfaction ratings, and utilizing CRM tools to streamline communication and improve service delivery. Passionate about creating positive customer experiences, reducing churn, and supporting organizational growth through attentive and responsive service.

WORK EXPERIENCE

Customer Service Representative (Cold Calling & Support)

Capstone Insurance, UAE – Jan 2023 – Feb 2026

- Made 120+ outbound calls daily, achieving a 20% conversion rate through effective communication.
- Delivered after-sales support, maintaining a portfolio of 100+ clients.
- Used CRM systems to track client interactions and personalize support.
- Resolved inquiries and policy-related issues, improving customer loyalty.
- Performed data entry and competitor research to support sales strategies.
- Developed rapport with clients, resulting in strong referral business.
- Contributed to team goal achievement through upselling and relationship-building.
- Delivered product education to help customers make informed decisions.

Telesales Agent

First Gulf Bank, UAE – Jun 2020 – Dec 2022

- Provided product support to clients, improving customer satisfaction by 90%.
- Onboarded 50+ new clients monthly, ensuring seamless account setup.
- Matched clients with suitable financial products, increasing retention by 35%.
- Introduced new customer feedback initiatives to improve service.
- Recorded and tracked client history using Salesforce.
- Delivered inbound/outbound support for both personal and business clients.
- Educated clients about service features and benefits.
- Maintained call documentation for compliance.

Customer Support Specialist

Rosmac Global Concept – Aug 2016 – Mar 2020

- Resolved 100+ daily customer inquiries via phone, email, and walk-in support.
- Achieved a 95% satisfaction rate and reduced customer churn by 25%.
- Trained and led a team of 8 junior cashiers, improving team output by 20%.
- Reduced checkout wait time by 25% with new queue system.
- Managed ₦10 million+ monthly in transactions without discrepancies.
- Logged feedback to identify service gaps and recommend solutions.
- Maintained professional service under pressure.
- Provided administrative support for finance and operations.