

Allison Odukizibeye Juliet

Customer Relations & Operations Specialist

odukizibeyejuliet@gmail.com
• +234-(0)869054549
LinkedIn • Lagos, Nigeria

Profile

Results-oriented professional with extensive experience in managing customer interactions and operational workflows. Proven ability to resolve complex complaints, manage digital communication channels, and improve customer satisfaction through data-driven process optimization. Expert in navigating fast-paced environments with a focus on high-quality service delivery and brand loyalty.

Areas of Expertise

- Customer Experience (CX) Optimization
- Roadmap Planning & Execution
- Stakeholder Management
- Cross-Functional Team Leadership
- Backlog Prioritization & Release Management
- Data Analysis & Performance Reporting

Technical Skills

- WhatsApp Business
- Agile/Scrum Methodologies
- KPI/OKR Tracking
- Conflict Resolution
- Stakeholder Management
- Time Management
- Creative Problem Solving.

Professional Experience

TESIN TUBER PROCESSORS ENTERPRISE, Bayelsa 2021 to 2024

OPERATIONS DIRECTOR

- Customer Retention: Applied data-driven analysis to improve customer patronage by 20% through better service delivery and engagement.
- Issue Resolution: Implemented operational controls that reduced bottlenecks by 15%, ensuring faster responses to client needs.
- Communication Management: Led and supervised cross-functional teams to ensure consistent messaging and service standards, improving workforce productivity by 22%.
- Accuracy & Compliance: Maintained detailed records and financial transactions with 30% improved reporting accuracy, ensuring accountability in all client dealings.

Education

University of Lagos	2025
Master of Science (MSc) in Production and Operations Management, Lagos	
Niger Delta University	2021
B.Sc. Management, Bayelsa State	

Volunteering Engagements

CAMERA OPERATOR, SHEPHERD’S VINE CHRISTIAN CENTER	2017 to 2024
• Real-Time Engagement: Managed high-stakes productions under strict deadlines, delivering 100% of projects on schedule. • Technical Troubleshooting: Collaborated with teams to resolve technical challenges and workflow bottlenecks in live environments. • Quality Assurance: Optimized on-set processes and configurations to maintain high broadcast standards and audience engagement.	