

KERNENTER BERNARD ASAAMOGA

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🌐 [LinkedIn Profile](#)

PROFESSIONAL PROFILE

First-Class Banking and Finance graduate with over four years of progressive experience spanning financial operations, customer service, ERP administration, accounts support, administrative coordination, client relationship management, and business operations. Proven ability to deliver exceptional customer experiences, maintain accurate financial records, process invoices, manage customer enquiries, and support organizational efficiency through data-driven decision-making and process improvement.

Experienced in supporting remote and cross-functional teams while maintaining high standards of professionalism, accuracy, confidentiality, and service delivery. Recognized for strong analytical thinking, excellent communication skills, and the ability to resolve customer issues efficiently in fast-paced environments.

CORE COMPETENCIES

Financial Operations | Invoice Processing | Accounts Administration | Accounts Reconciliation | Payment Processing | Financial Reporting Support | Record Management | Customer Experience Management | Customer Relationship Management (CRM) | Customer Complaint Resolution | Customer Retention | Customer Support | Telephone Support | Email Support | Live Chat Support | Escalation Management | Client Relationship Management | ERP Systems Administration | Administrative Support | Workflow Coordination | Cross-functional Collaboration | Quality Assurance | Microsoft Excel (Advanced) | Microsoft Word | Microsoft PowerPoint | Google Workspace | Microsoft Teams | Zoom

PROFESSIONAL EXPERIENCE

After-hours Customer Care Agent

Yola Electricity Distribution Company (YEDC), Yola

May 2024 – August 2026

Key Responsibilities & Achievements

- Delivered exceptional after-hours customer support through telephone and digital communication channels, ensuring timely resolution of customer enquiries and service requests.

- Resolved customer complaints relating to electricity supply interruptions, billing discrepancies, metering concerns, and payment enquiries while maintaining high service standards.
 - Logged customer interactions accurately into customer relationship management (CRM) systems to support effective case tracking and service continuity.
 - Escalated technical faults and complex customer issues to relevant operational teams, ensuring prompt resolution within established service level agreements (SLAs).
 - Maintained professionalism and empathy while handling high volumes of customer interactions in a fast-paced contact centre environment.
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Account Executive

Camlight Digital LLC (Remote – USA)

August 2023 – May 2026

Key Responsibilities & Achievements

- Managed ERP system records, ensuring data integrity, accuracy, and compliance with internal operational standards.
 - Prepared, reviewed, and processed monthly client invoices while supporting timely payment follow-up and financial documentation.
 - Coordinated financial and administrative records across departments, improving accessibility and reporting accuracy.
 - Maintained comprehensive business documentation to support operational reporting, audit readiness, and management decision-making.
 - Assisted in monitoring customer accounts, invoice status, and payment records to enhance financial accountability.
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Client Relationship & Operations Manager

iCamlight Solutions Ltd, Lagos

August 2023 – March 2026

Key Responsibilities & Achievements

- Managed client relationships by serving as the primary point of contact for customer enquiries, service requests, and account support.
- Coordinated client onboarding processes, ensuring accurate documentation and seamless service delivery.
- Conducted market and customer analyses that informed strategic business decisions and improved operational planning.
- Maintained detailed CRM records, client databases, and business documentation to support management reporting.

- Collaborated with cross-functional teams to improve customer satisfaction and operational efficiency.
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Social Media Manager

Camlight Digital LLC (Remote – USA)

January 2023 – March 2026

Key Responsibilities & Achievements

- Developed and implemented digital communication strategies that strengthened brand visibility and customer engagement.
 - Increased social media audience from 0 to over 2,000 followers within two months through consistent content planning and audience engagement.
 - Managed customer enquiries received through social media platforms, ensuring timely responses and positive customer experiences.
 - Produced performance reports using engagement analytics to support data-driven decision-making.
 - Coordinated digital campaigns and monitored key performance indicators to improve campaign effectiveness.
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EDUCATION

2017 – 2022

B.Sc. Banking and Finance {First Class Honours}

Federal University Wukari, Taraba State

REFERENCES

Available upon request.