

LILIAN CHRISTOPHER

8 Emmanuel Onoji Crescent, Olokonla Ajah, Lagos State Nigeria | 09123543136 | lilianchristopher58@gmail.com

Professional Summary

Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty. Committed to maintaining professional relationships to increase profitability and drive business results. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires and providing customized solutions to build loyalty.

Skills

- Customer Service
- Complaint Handling
- Documentation And Reporting
- Problem Resolution
- Customer Relationship Management
- Database Research
- Teamwork and Collaboration
- Time Management
- Microsoft Office
- Administrative and Office Support
- Analytical Skills
- Customer Retention

Work History

Customer Care Representative

09/2022 - 12/2023

Razortouch – Lagos, Nigeria

- Contributed to the development of new customer care policies and procedures, increasing overall efficiency.
- Built strong relationships with customers through active listening, empathy, and understanding their needs.
- Provided comprehensive guidance on product offerings, features, and benefits to assist customers in making informed decisions.
- Developed creative solutions tailored to individual customer needs while adhering to company guidelines.
- Maintained accurate documentation of all customer interactions within CRM systems for future reference.
- Conducted regular quality assurance checks on completed work orders, ensuring accuracy and consistency across all accounts.

Customers Care Representative

12/2020 - 01/2022

Cream Cut Studio – Lagos, Nigeria

- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
- Built rapport with customers through active listening and empathetic responses, fostering positive relationships.
- Developed effective time management strategies to efficiently handle multiple tasks simultaneously without compromising quality.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Managed high call volume with exceptional professionalism and efficiency.
- Collaborated with cross-functional teams to resolve complex customer issues in a timely manner.

All Things Promotion Hub – Lagos, Nigeria

- Maintained confidentiality in handling sensitive information while performing administrative tasks.
- Contributed to a positive work environment by fostering open communication among colleagues.
- Facilitated smooth operations by efficiently handling incoming mail, phone calls, and visitor inquiries.
- Achieved high levels of accuracy in data entry tasks while adhering to strict deadlines.
- Prepared and edited documents to produce precise, accurate and professional communication.
- Strengthened office organization by implementing new filing systems and digital record-keeping practices.

Education

Bachelor of Science: Public Administration

University of Lagos - Lagos, Nigeria

- In-View