

NNAKEE, JUDITH NWAKAEGO

HND

CUSTOMER SERVICE LEAD | CLIENT RELATIONS | CUSTOMER RETENTION & SRATEGIES

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ABOUT ME

A personable, detail oriented, empathic Customer Service Support Specialist and Client Relations Expert with over 8years of proven track record & experience in delivering exceptional customer experience and driving service excellence. With 3 years of management expertise, I possess a proven ability to lead high-performing teams, resolve complex customer issues, and implement strategies that drive loyalty, retention, and growth. Keen in designing and implementing customer service strategies that meet and exceed customer expectations, while fostering strong relationships between customers and organizations. Highly adaptable, impeccable management acumen, strong empathy & social skills, good time management with ability to identify customer needs, client requirements and positive projection of company's brand - image, products and services. My leadership style is built on a strong commitment to customer advocacy, team development, and service delivery excellence. As a results-driven customer service professional, I am dedicated to driving long-term value for the organization and its customers through exceptional service, strategic leadership, and a passion for excellence.

SKILLS

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|----------------------------|---------------------------|---------------------------|
| • Customer Service Support | • Relationship Management | • Conflict Resolution |
| • Client Relations | • Problem Solving | • Communications |
| • Customer Operations | • Multitasking | • Email Marketing |
| • Administration | • Customer Retention | • Microsoft Office Suite |
| • Lead generation | • Customer acquisition | • Negotiation and closing |

CERTIFICATIONS

- Federal Polytecnic Oko, Anambra State: **HND.-Estate Management & Valuation:** 2018
- Federal Polytecnic Oko, Anambra State: **ND.-Estate Management & Valuation:** 2015

OTHER CERTIFICATIONS AND TRAINING

- NYSC: 2020
- Certificate of Completion in IT Essentials: 2018
- Diploma in Desktop Publishing: 2010

CAREER EXPERIENCES

- SOLAR ENERGY BY D.LIGHT LIMITED : **Sales & Customer Service Support Lead:** September,2021-November 2024
- ABERDEEN NIGERIA ENTERPRISE: **Customer Service & Administrative Officer:** June,2019-June,2020
- GOD IS GOOD MARITIME SERVICES LIMITED: **Customer Service &Administration Officer:** September,2015-September,2016

ACHIEVEMENTS AND CORE OPERATIONS AT SOLAR ENERGY BY D.LIGHT

- Entered customer interaction details in CRM Software to track requests, document problems and record solutions offered.
- Generated and followed up with prospective customers.
- Promoted products and services through online and direct services.
- Assisted customers in making purchasing decisions.

- Negotiated with customers and followed up to support sales.
- Responded to customers queries in a timely and accurate way, via phone, email, and chat.
- Identified customer needs and helping customers use specific features
- Provided product and services information to customers
- Monitored customer complaints on social media and reach out to assist.
- Follow up with customers to ensure their issues are resolved
- Promptly responded to customer queries via email, live chat, video, phone, and social media channels.
- Immediately escalated serious complaints or issues that you are not equipped to deal with.
- Liaised with colleagues or managers to find the best solutions to customers’ issues.
- Identified common problems and escalating them to management, along with possible suggestions for improvement, wherever possible.
- Obtained and shared customer feedback with colleagues and other departments so that products and services can be improved.
- Provide information to customers regarding the company's products and services and help to open and activate new accounts.
- Build sustainable relationships and trust with customers, through open and interactive communication.
- Collected customer feedback and made process changes to exceed customer satisfaction goals 100%.
- Follow communication procedures, guidelines and policies while handling customer complaints and providing appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Meet personal/customer service team sales targets and call handling quotas.

ACHIEVEMENTS AND CORE OPERATIONS AT ABERDEEN NIGERIA ENTERPRISE

- Welcomed visitors and staff in a professional and friendly manner.
- Answered direct phone calls, emails, and general inquiries promptly.
- Maintain the reception area and ensure it is clean and welcoming
- Managed appointment schedules and assist with meeting coordination.
- Handled incoming and outgoing mail, deliveries, and official correspondence.
- Maintained visitor logs and ensure security and sign-in protocols are followed.
- Supported administrative tasks including filing, data entry, printing, and record keeping.
- Provided general support to the admin team and other departments as required.
- Provided administrative support to different departments as needed.
- Communicated important information to relevant personnel in a timely manner.
- Addressed and resolved client and visitor inquiries or redirect them to the appropriate department.
- Monitored and replenished office supplies as needed.

ACHIEVEMENTS AND CORE OPERATIONS AT GOD IS GOD MARITIME SERVICES LIMITED

- Welcomed visitors and staff in a professional and friendly manner.
- Answered direct phone calls, emails, and general inquiries promptly.
- Took full ownership of customer’s issues and ensured complete customer satisfaction of problem resolutions
- Effectively supervised day-to-day front-end operations of a busy customer service department
- Implemented ambitious customer satisfaction goals, and better-enabled customer service staff members to effectively meet them
- Created, edited, and altered customer service strategies and procedures in agile manner to best deliver a satisfying experience for all customers
- Managed concerns and queries of customers efficiently and promptly
- Fulfilled and exceeded customer satisfaction goals in a consistent manner
- Managed work exchange program related casework daily
- Maintain awareness of new business opportunities with customers
- Ensured customers get satisfied and return for additional business opportunities
- Issued refunds or compensation to customers if the need be

BIO-DATA

Sex: Female	Health Status: Fit
Nationality: Nigerian	Language Proficiency: English
Location: Lagos Nigeria	REFERENCE: AVAILABLE ON REQUEST

