

Helen Nwamaka Ugwunna

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PERSONAL PROFILE:

Customer Service Representative with 4 years of experience delivering exceptional service to diverse clientele. Proven track record of handling a high volume of customer inquiries with efficiency and professionalism. Proficient in resolving issues promptly to ensure customer satisfaction and loyalty. Skilled in communication, problem-solving, and utilizing CRM software. Dedicated to exceeding expectations and contributing to the success of the team. Eager to leverage my expertise in a challenging role that prioritizes customer-centric values and fosters professional growth.

WORK EXPERIENCE

Customer Service Representative | Palmpay

May 2022 - Present

Delivered exceptional customer service through various channels including phone, email, and chat, consistently exceeding performance metrics.

Demonstrated comprehensive product knowledge to address customer inquiries accurately and provide tailored solutions, resulting in increased customer satisfaction.

Resolved customer complaints promptly and professionally, ensuring swift resolution and maintaining high levels of customer loyalty.

Maintained meticulous records of customer interactions and transactions using CRM software, facilitating seamless communication and efficient issue resolution. •

Collaborated cross-functionally with sales and shipping departments to streamline order processing and address customer concerns, contributing to a cohesive and customer-focused approach across the organization.

Call Center Agent | OPAY LTD

October 2021 - May 2022

- Managed a high volume of incoming calls, efficiently providing information and resolving issues related to products and services.
- Utilized effective communication skills to establish rapport with customers, understand their needs, and deliver appropriate solutions promptly.
- Demonstrated adherence to call scripts and procedures, ensuring consistent and accurate responses to customer inquiries while maintaining professionalism.
- Documented customer interactions and meticulously maintained records of inquiries, complaints, and resolutions in the database, facilitating streamlined follow-up and analysis.
- Collaborated closely with team members and supervisors, actively sharing knowledge and insights to improve overall customer service performance and foster a collaborative work environment.

Customer Support Specialist | Destiny Hotel Limited

November 2020 - October 2021

- Warmly greeted and welcomed guests, providing exceptional customer service by addressing their needs and inquiries in a friendly and professional manner, setting a positive tone for their stay
- Efficiently managed guest check-ins and check-outs, ensuring accurate billing, payment processing, and room assignments, resulting in smooth transitions and enhanced guest satisfaction.
- Demonstrated proficiency in managing reservations and effectively coordinating with other hotel departments to ensure seamless guest experiences, resolving any issues or complaints promptly to maintain high levels of guest satisfaction.
- Maintained a clean and organized front desk area, handling cash and credit card transactions with precision and accuracy, while consistently balancing daily transactions to uphold financial integrity.

Education:

Bachelor of Arts (BA) in Philosophy
University of Benin
2017

Skills:

Knowledge and proficiency in using some Customer Relationship Management Software like Intercom, Zendesk, Salesforce, Slack, Jira and Trello.

Knowledge and proficiency in using the Google workspace technology; Google docs, Google meet, Google slides, Google drive.

Proficiency and knowledge in using Microsoft teams, Microsoft Outlook, Microsoft word, PowerPoint and Excel.

Excellent communication skills, and ability to work in a team. I'm highly collaborative in nature, empathetic and I also possess exceptional problem solving skills and abilities.

Reference

Available on request