

OGU ESTHER CHIAMAKA, B.sc

Customer Service Professional | Client Relationship & Resolution Specialist

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CAREER SUMMARY:

Customer Service professional with 3+ years experience in banking and retail, delivering high-volume client support, complaint resolution, and sales growth. Proven track record at Fidelity Bank of Nigeria Plc handling customer inquiries, account operations, and KYC compliance. Former Customer Service Manager at Fashion House of Estlios where I led a team and increased customer retention by 35%.

Skilled in CRM, cash handling, dispute resolution, and delivering 95%+ CSAT. Certified Virtual Assistant and ICAN in-view. Seeking to leverage banking experience and client-first mindset to deliver excellent service and drive customer satisfaction.

CORE COMPETENCE:

Customer Service | Customer Complaint Resolution | CRM | KYC & Account Opening | Sales & Upselling | Email & Phone Support | Data Entry | Microsoft Office | Finacle | Microsoft Word | Client Onboarding | Branch Operations | Pos Operation.

WORK EXPERIENCE:

Fidelity Bank of Nigeria Plc Lagos

March 2024 - June 2026

Customer Service Officer

- Handled 80+ customer inquiries daily via walk-in, phone, and email with 96% customer satisfaction rating.
- Processed account opening, KYC updates, card requests, and funds transfer while ensuring 100% compliance with CBN and bank policies.
- Resolved customer complaints and disputes within 24 hours, reducing escalation to branch manager by 40%.
- Cross-sold bank products including savings accounts, debit cards, and mobile banking, contributing to 20% increase in product uptake.
- Maintained accurate records in Finacle CRM and ensured zero cash discrepancies during daily balancing.

- Trained 3 new staff on customer service protocols, banking operations, and fraud prevention.

Fashion House of Estlios Lagos
Customer Service Manager

January 2023 - February 2024

- Managed a team of 5 customer service representatives to deliver excellent in-store and online customer experience.
- Improved customer retention by 35% through implementation of follow-up and feedback system.
- Handled escalated complaints, refunds, and returns, ensuring resolution within company SLA of 48 hours.
- Monitored sales floor operations, managed inventory queries, and achieved 25% increase in repeat customers.
- Developed customer service scripts and training manual that reduced onboarding time by 50%.
- Liaised with sales, logistics, and finance teams to ensure seamless order fulfillment.

BEHAVIOURAL SKILLS:

Communication | Empathy | Conflict Resolution | Professionalism | Time Management | Attention to detail | problem solving | Active Listening | Organization | Team work | Positive Attitude | Accountability | Customer Focus.

EDUCATION:

Bachelor of Science in Education B.Sc. Ed Chemistry	2015-2019
University of Nigeria Nsukka	
Creative Computer Engineering school	2014-2015

CERTIFICATIONS:

Institute of Chartered Accountants of Nigeria, ICAN – In View
Certified Virtual Assistant
Leadership and career skills