

REJOICE MBATA

Customer Service Representative

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PROFILE SUMMARY

Resourceful and dedicated customer service professional with early experience in delivering exceptional services, managing inquiries with patience and empathy and maintaining accurate records. Proven ability to manage customer experience through clear communications, resolve problems and optimize processes in both in-person and remote environments. Adept at fostering positive client interactions, supporting daily operations, and improving service delivery through strong communication and organizational skills. Committed to building seamless support experiences that enhance satisfaction and operational flow.

CORE COMPETENCIES

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| • Customer Relationship Management | • Call and Inquiry Management | • Time Management and Prioritization |
| • Problem Resolution and Troubleshooting | • Customer Feedback Analysis and Reporting | • Documentation and Record Keeping |
| • Emotional Intelligence | • Cross-Functional Collaboration | • Strategic Planning & Organisation |
| • Communication and Facilitation | | |

TECHNICAL SKILLS

- Proficient in Microsoft Suite (Word, Excel, PowerPoint)
- Proficient in Google Workspace.
- Appointment scheduling and calendar tools (Calendly, Google Calendar)
- Proficient in CRM Tools including FreshWorks, Zendesk, LiveChat, Zoho CRM
- Call handling and message management

WORK EXPERIENCE

Customer Support / Administrative Intern – Bethesda Mission Hospital, Rivers State **Jan 2022 – Dec 2022**

Key Responsibilities

- Greeted and assisted patients and visitors, ensuring a friendly and organized reception experience.
- Scheduled patient appointments, managed records, and maintained accurate documentation.
- Responded to telephone and in-person inquiries with professionalism and empathy.
- Coordinated with medical staff to facilitate smooth service delivery and timely updates.
- Handled confidential information with discretion and attention to detail.

Health & Safety Intern– University of Port Harcourt, Rivers State

May 2019 – Nov 2019

Key Responsibilities

- Supported workplace safety initiatives and compliance processes.
- Conducted walkthroughs and identified potential hazards.
- Updated safety documentation and hazard tracking logs.
- Supported team communication and safety protocol awareness.

EDUCATION

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| • Bachelor of Technology (B.Tech) in Microbiology Technology – University of Port Harcourt | 2023 |
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CERTIFICATIONS AND TRAINING

• Customer Service Training – VSAAVY Academy	Ongoing
• Virtual Assistant Training – VSAAVY Academy	2024
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INTERESTS

- Planning and Organizing
- Music
- Learning
- Travelling