

QUEEN JOB

Port Harcourt, Rivers State, Nigeria

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PROFESSIONAL SUMMARY

Customer-focused professional with over three years of experience providing customer support, front desk administration, and patient services in a fast-paced healthcare environment. Experienced in handling phone, email, and live chat inquiries, scheduling appointments, managing patient records, processing payments, and delivering excellent customer experiences. Adept at multitasking, maintaining accurate records, and building positive relationships with clients through clear communication, empathy, and professionalism. Seeking a remote Customer Support or Customer Success role where I can contribute to business growth while continuing to develop my skills.

CORE COMPETENCIES

Customer support

Email support

Live chat support

Telephone support

Customer relationship management

Appointment scheduling

Customer follow-up

Administrative support

Data entry and record management

Problem solving

Time management

Team collaboration

Written and verbal communication

Attention to detail

PROFESSIONAL EXPERIENCE

Customer Support and Administrative Officer

Je-solz Eye Center

2023 – 2026

Key responsibilities and achievements

Assisted an average of 10–15 patients daily, providing professional and empathetic customer support.

Responded promptly to customer inquiries through phone calls, email, and live chat, often managing multiple communication channels simultaneously.

Welcomed patients, completed registration, and maintained accurate patient records in both manual files and the ECMS database.

Scheduled appointments, coordinated follow-up visits, and ensured patients received timely reminders.

Processed customer payments using Moniepoint and accurately recorded daily financial transactions.

Updated and maintained confidential patient information with a high level of accuracy and attention to detail.

Performed administrative duties that contributed to the smooth day-to-day operation of the clinic.

Worked collaboratively with colleagues to deliver efficient, patient focused service while maintaining a professional and welcoming environment.

EDUCATION

West African Senior School Certificate (WAEC)

Wify Comprehensive College

2007 – 2013

TECHNICAL SKILLS

Microsoft Word

Microsoft Excel

Gmail

Zoom

Canva

ECMS (Electronic Customer/Clinical Management System)

LANGUAGES

English – Fluent

Ikwerre – Native/Fluent

Igbo – Basic

Yoruba – Basic Understanding