

TONY TINA ALALE

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PROFESSIONAL SUMMARY

Service-focused, Administrative Professional and Customer Service Representative with training in Customer Relationship Management (CRM). Skilled at improving customer satisfaction, resolving issues efficiently and maintaining smooth operations in fast paced environments.

EXPERIENCE

ADMINISTRATIVE/CUSTOMER SERVICE OFFICER - COURIER & LOGISTICS

Zenith Carex Express, August 2022 - April 2026

Responsibilities;

- Handled and resolved customers queries efficiently using CRM
- Monitored customer feedback and satisfaction, identifying service gaps, and supporting improvement.
- Contributed to increase sales by active participating in service promotions and customer engagements initiatives.
- Improved service turnaround by coordinating customer requests with internal team, helping to improve customer experience and service delivery.
- Analyzed branch reports and provided feedback which improved services

CUSTOMER SERVICE REPRESENTATIVE – REAL ESTATE

Mamex Consulting Limited, June 2021 - July 2022

Responsibilities;

- Resolved customer request promptly, ensuring timely and effective service delivery
- Assisted customers in selecting services based on their needs and preference.
- Maintained electronic filing systems and categorized documents for easy retrieval.
- Organized office supplies inventory to ensure timely ordering of materials when necessary.
- Assisted with onboarding new hires by providing orientation materials and scheduling training sessions.

RESEARCH AND TRAINING (NYSC SCHEME)

Federal Neuro-psychiatric Hospital Kaduna, March 2020 - March 2021

Responsibilities;

- Digitized and organized patient medical records, improving retrieval speed and record accuracy.
- Demonstrated ability to manage multiple tasks while remaining adaptable and flexible.

INDUSTRIAL TRAINEE

Victoria Water Services Limited, January 2017 - December 2017

Responsibilities;

- Supported team in Industrial work completion, gaining experience in cross functional positions and processes.
- Conducted research, gathered information from multiple sources and presented results, which improved service delivery.
- Offered friendly and efficient service to customers and handled challenging situations with ease.

CERTIFICATION

- Customer Relationship Management (CRM) - **AQ Skills** May, 2026.
- Business Communications – **HP LIFE** July, 2026.

SKILLS

- Customer Relationship Management (CRM)
- Office Administration
- Communication Skills
- Time management and organization
- Microsoft Office Suites.

EDUCATION

Higher National Diploma (HND)

Science Laboratory Technology, Kenule Beeson Saro-Wiwa Polytechnic, Rivers State
November 2019

National Diploma (ND)

Science Laboratory Technology, Kenule Beeson Saro-Wiwa Polytechnic, Rivers State
November 2016

REFERENCES

Available on request