

NWACHUKWU, CHIAMAKA PAMELA
N O. 14 NEW HEAVEN STREET ELIOZU PORT HARCOURT
RIVERS STATE.

Contact: 08033056056

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PROFESSIONAL SUMMARY:

Customer service professional with a demonstrated commitment to providing incredible service for the past 3years. Strong communication skills that allow me to listen to a customer's problem and suggest acceptable solutions. Quick and thorough decision maker with the ability to resolve customer concerns while keeping everyone satisfied. Dedication to keeping my skills and knowledge up to speed by learning new computer software, working with innovative customer service approaches and being part of a team of knowledgeable colleagues.

PERSONAL DATA

Date of Birth:	10 th June, 1995
Sex	Female
Marital status	Single
State of Origin	Anambra

SKILLS:

- Top customer service skills
- Ability to effectively deal with conflict
- Excellent multitasking ability
- Strong listening and communication abilities
- Leadership skill
- Problem solving skill
- Written communication skills
- Computer knowledge and Trainer

EDUCATION:

National Diploma

Federal Polytechnic, Oko

2015

Printing Technology

Higher National Diploma

Federal Polytechnic, Oko
Printing Technology

2018

EXPERIENCE:

Customer Service Officer

April 2021 – Present

1. Resolve customer complaints and ensure logs are handled in a professional and prompt manner.
2. Attend to customer requests within stipulated TAT or SLA.
3. Assist customers in opening corporate, current and savings accounts.
4. Train and assist entry-level customer service officers by helping them improve listening skills, communication, and multitasking abilities.

Bank Teller

Dec 2019-April 2021

1. Process all customer transactions including deposits, withdrawals, transfers and loan payments.
2. Respond to customer's inquiry and concerns related to their accounts and bank products.

HOBBIES/INTERESTS:

As much as I enjoy my customer service career, one of my true loves is reading. I also enjoy traveling and yoga.

REFEREES:

Mr. Vincent Okoye

Chief Lecturer

Federal Polytechnic, Oko.

08036660049

Mr. Bright Yoko

Customer service manager.

08036699689.