


# Egbaoghene Joy Akpotiwhe

Customer Service Office

 Port Harcourt, Rivers State, 500272

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Well-qualified Customer Service Rep, proficient in handling complex customer issues and promoting positive experiences. Efficiency-driven and organized with team-oriented mentality and dedication to customer satisfaction, business goals and sales excellence. Skilled in coordinating documentation and handling payments.



## Skills

- Complaint resolution
- Money handling abilities
- Creative problem solving
- Good listening skills
- CRM
- Administrative support
- Account management



## Work History

### ● Customer Service Representative

*Untied Bank for Africa(UBA PLC), Port Harcourt, Rivers State*

- Responded to customer requests for products, services and company information.
- Answered constant flow of customer calls and Mails.
- Recommended Products or Services to customers, thoroughly explaining details.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Consulted with outside parties to resolve discrepancies and create effective solutions.

2020-08 - Current

2019-12 - 2020-08



## Teller

*Untied Bank for Africa(UBA PLC), Port Harcourt, Rivers State*

- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
  - Coordinated daily cash reconciliation in high-volume location.
  - Promoted products or services to each customer to consistently achieve sales targets.
  - Executed customer transactions, including deposits, withdrawals, money orders and checks.
  - Monitored customer behaviors and upheld strict protocols to prevent theft of assets.
  - Checked amount details and fraud markers for transaction papers such as checks and money orders.
  - Maintained balancing record with 100% rate of accuracy.
  - Processed exchange and foreign currency.
- Maintained friendly and professional customer interactions.

2018-10 - 2019-10



## Secretary

*ST. Benedict Immaculate Canadian High School(NYSC), Port Harcourt, Rivers State*

- Provided clerical support to School employees by copying, faxing and filing documents.
- Developed and updated spreadsheets and databases to track, analyze and report on performance and Student data.
- Reviewed and balanced daily bank deposits and deposit report.
- Handled daily scheduling tasks and provided administrative support for Bursary department.

2016-01 - 2016-12



## Production Assistant

*PRIMERA FOOD NIGERIA LTD, Agbara, Ogun state*

- Accurately Measured raw materials used for Production of Finished Goods.
- Supported current production needs by moving items between equipment, conveyors and staging areas.
- Created reports and documents while submitting production paperwork on time for Record keeping.

2016-11 - 2018-09

2013-11 - 2015-11

2008-09 - 2012-08



## Education



### Higher National Diploma: Environmental Biology

*Ogun State Institute Of Technology - Igbesa, Ogun State*



### National Diploma: Science Laboratory Technology

*Ogun State Institute Of Technology - Igbesa, Ogun State*



### National Examination Council

*Ajoke High School - Agbara, Ogun State*



## Languages



English

2019-10



Yoruba



## Certifications



Health, Safety and Environment (HSE) 1, 2, 3