# Egbaoghene Joy Akpotiwhe

Customer Service Office

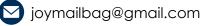


O Port Harcourt, Rivers State, 500272



https://twitter.com/mzjoycute

09065182539



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

#### 2020-08 - Current

#### **Customer Service Representative**

Untied Bank for Africa (UBA PLC), Port Harcourt, Rivers State · Responded to customer requests for products, services and company information.

 $\cdot$  Answered constant flow of customer calls and Mails.

 $\cdot$  Recommended Products or Services to customers, thoroughly explaining details.

 $\cdot$  Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

 $\cdot$  Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.

 $\cdot$  Consulted with outside parties to resolve discrepancies and create effective solutions.

2019-12 - 2020-08	<ul> <li>Teller         <ul> <li>Untied Bank for Africa(UBA PLC), Port Harcourt, Rivers State</li> <li>Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.</li> <li>Coordinated daily cash reconciliation in high-volume location.</li> <li>Promoted products or services to each customer to consistently achieve sales targets.</li> <li>Executed customer transactions, including deposits, withdrawals, money orders and checks.</li> <li>Monitored customer behaviors and upheld strict protocols to prevent theft of assets.</li> <li>Checked amount details and fraud markers for transaction papers such as checks and money orders.</li> <li>Maintained balancing record with 100% rate of accuracy.</li> <li>Processed exchange and foreign currency.</li> <li>Maintained friendly and professional customer interactions.</li> </ul> </li> </ul>
2018-10 - 2019-10	<ul> <li>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.     </li> </ul>
2016-01 - 2016-12	<ul> <li>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.         Education     </li> </ul>
2016-11 - 2018-09	Higher National Diploma: Environmental Biology     Ogun State Institute Of Technology - Igbesa, Ogun State
2013-11 - 2015-11	<ul> <li>National Diploma: Science Laboratory Technology</li> <li>Ogun State Institute Of Technology - Igbesa, Ogun State</li> </ul>
2008-09 - 2012-08	National Examination Council     Ajoke High School - Agbara, Ogun State
	English

Yoruba

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2019-10

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