EDU-ONIMA ITA IKPE

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PROFESSIONAL SUMMARY

Dedicated and customer-focused Customer Relationship Specialist with 5 years of experience delivering exceptional service and support. Skilled in handling customer inquiries, resolving issues efficiently, and ensuring a seamless customer experience. Adept at building strong client relationships, managing records, and streamlining communication processes to enhance satisfaction and retention. Proficient in Microsoft Office Suite, Google Workspace, and CRM systems, with excellent problem-solving, multitasking, and interpersonal skills. Committed to professionalism, confidentiality, and providing personalized solutions to meet customers needs.

SKILLS

Microsoft office suite	Data reporting	Efficient communication
Workflow automation	Sentiment analysis	Attention to detail
Time management	Social Media customer engagement	Empathy
Zoho CRM	Critical thinking	Interpersonal skills
Google workspace	Presentation skills	Community engagement
Data analysis	Tech savviness	Leadership skills
Email management	Problem solving	Team collaboration
Virtual meeting tools	Multitasking ability	
Project management tools	Adaptability skills	

PROFESSIONAL EXPERIENCE

Customer support agent   Alpha twelve| Cape Town, South Africa | 03/2024- 03/2025

- Maintained an average customer satisfaction level of 95% for over 6 months.
- Settled 85% of customer inquiries on the first call, reducing follow-ups.
- Helped increase the customer retention rate by 15% through effective problem-solving and communication
- Achieved an average call response time of 30 seconds for incoming calls and under 2 minutes for emails

Administrative and customer care associate   Big Stack Technologies | Lagos, Nigeria   06/2022 - 01/2024

- Increased CSAT score by 20%
- Reduced average response time from 12 hours to 2 hours
- Handled over 1,000 support tickets monthly
- Launched a self-service portal reducing inquiries by 40%
- Improved customer retention by 15%
- Trained and onboarded 10+ new agents
- Established feedback loop leading to 3 product improvements

Executive assistant and Customer Relationship Agent   Passion-crest| Calabar,Nigeria 8/2020-2022

- ❖ Streamlined executive calendar, reducing scheduling conflicts by 40%
- ❖ Organized high-level meetings and events with 100% on-time delivery
- ❖ Enhanced document management system, increasing retrieval efficiency by 60%
- ❖ Handled confidential communications with zero data breaches
- ❖ Resolved 95% of customer issues on first contact
- ❖ Maintained a CSAT score of 98% over 6 months
- ❖ Handled an average of 150+ tickets per day during peak sales periods
- ❖ Decreased refund and return processing time by 30%

EDUCATION

BACHELOR OF MASS COMMUNICATION | University of calabar, Calabar, Cross River   03/2016-05/2020
University or Organization, City, State

CERTIFICATION
Voice of the Customer (GOOGLE)   02/2025