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HOPE DAVID EJANG

PROFILE SUMMARY:

I am a highly organized, dedicated and diplomatic executive Officer, with a proven ability to improve working environments and a commitment to customer relations. Sensitive to customer concerns, I possess strong interpersonal skills, demonstrating the utmost discretion and integrity when dealing with confidential information. I am also proficient in business, reflected in familiarity consultancy.

TECHNICAL SKILLS:

(SOFT & HARD SKILLS)

- Excellent management and organizational skills.
- Effective communication and interpersonal relationship.
- Basic IT skills and MS office proficiency.
- Excellent team player.
- Flexibility and Adaptability.
- An eye for detail and creative thinking.
- Excellent leadership, people management and interpersonal skills.
- First-rate customers relations.

WORK EXPERIENCE:

CUSTOMER CARE REPRESENTATIVE (NYSC): CAPERBERRY ASSETS LIMITED, AJAH, LAGOS. [March 2020 - February 2021]

Duties and Responsibilities:

- Plan warehouses and distribution centers for efficiency in both operations and capacity.
- Organize transportation activities, including storage of goods, managing information accrued from point of origin to delivery, orchestrating transportation movements, and arranging for services as necessary.
- Coordinate and track movement of goods through logistic pathways.
- Execute logistics plan to move products and packages to reach destinations on schedule.
- Review freight rates and other transportation costs to keep working costs low.
- Maintains quality throughout the logistic processes.
- Implement employment law and workplace regulations.

CONTACT CENTRE AGENT: ECOBANK PLC, LAGOS. [FEBRUARY 2021 – MARCH 2022]

Duties/Responsibilities:

- Manage inbound and sometimes outbound calls.
- Follow a detailed communication script when speaking to a customer.
- Handle customer engagement.
- Identify customer needs, answer questions and solve problems appropriately.
- Upsell products and services when necessary.
- Build sustainable customer relationships.
- Improve performance and hit goals.

**CUSTOMER SERVICE REPRESENTATIVE: ROYAL GUARDS INCORPORATED, LAGOS.
[APRIL 2022- PRESENT]**

Duties/Responsibilities:

- Acting as the first point of contact by dealing with inbound and outbound calls, including mail correspondence.
- Identify and assess clients' needs to achieve satisfaction.
- Build sustainable relationships and trust with new and existing clients.
- Provide accurate, valid and complete information by using the right method/tools.
- Handle client complaints and provide appropriate solutions within a certain time frame.
- Follow communication procedures, guidelines and policies.
- Possessing a strong working knowledge of the company to relay to prospective and returning clients.
- Going the extra mile to engage clients.

VOLUNTEER EXPERIENCE:

EVENT COORDINATOR • AMBER EVENTS LIMITED

- Co-ordinate the activities and flow of events as well as delegate and work with other members in other to ensure customer satisfaction.

ACADEMIC QUALIFICATION:

- ✓ UNIVERSITY OF LAGOS, YABA, LAGOS STATE, NIGERIA:
B.A. Linguistics/Yoruba 2015 – 2019

TRAININGS ATTENDED:

- Jobberman Soft-Skills Training – Jobberman [2020]
- Fundamentals of Digital Marketing – Google [2020]

REFERENCES: Available on request