**Stephen Mba**

No.16, Rev Sunday Balogun Street, Parafa, Ikorodu, Lagos ♦08110305133♦mbastephen123@gmail.com

PROFESSIONAL SUMMARY

A Communications graduate with credible work experience and a vast knowledge in the field of PR/Advertising, Marketing, Insurance, Human Resources and Customer services.

Dynamic Customer Service Professional with a good history in building effective customer relationship, keen to support an organization in becoming a market leader through proven customer support skills.Goal-oriented in handling Human Resources Information Systems and driving effective employee management.

A Marketing savvy and analyst in developing marketing strategies and devising efficient plans for brand awareness.

WORK HISTORY

**Settlement Specialist,** 10/2022 - Present

**AXA MANSARD INSURANCE, Head Office** – Victoria Island, Lagos.

* Reconcile Life and Non-life accounts
* Callover processed payments
* Process refunds

**National Youth Service Corp (NYSC) – Reconciliation Officer,** 11/2021 – 10/2022.

**AXA MANSARD INSURANCE, Head Office** – Victoria Island, Lagos.

* Reconcile Life and Non-life accounts
* Callover processed payments

**Customer Service Executive**, 06/2021 – 10/2021

**DREAMWORKS INTEGRATED SYSTEM**– Ikeja, Lagos

* Open and maintain customer accounts by recording account information
* Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
* Keep records of customer interactions, process customer accounts and file documents
* Recommend potential products or services to management by collecting customer information and analyzing customer needs
* Explained benefit and advantages of different product and service offerings to customers.
* Completed customer requests received via email and phone platforms, offering prompt solutions to maintain satisfaction.
* Alert customer to sales opportunities, promoting company progress and profit growth.
* Developed and managed large number of customers and also build customer relationships effectively through social media, calls and email.

**Human Resources Operations**, 07/2019 – 10/2019

**WECO SYSTEMS INTERNATIONAL LTD** – Lekki, Lagos

Human Resources Information System

* In charge of updating employee database regarding new documentation on staffs
* Creating an employee database for both new employees and contract staffs
* Following up employee’sattendance report
* Tracking and preparing annual leave schedule
* Assisting in preparing payroll
* Following up on all HMOs by updating new staff and exited staff database and communicating to the HMOs staff issues

Employee Relations

* Relating all technical issues from employees to the ICT department
* Implementing Human Resources recognition program and initiative e.g., staff birthdays, town hall meetings etc.
* Monitoring staffs while on duty and reporting observations to my supervisor

Talent Management

* Responding to selected candidates via email/call to arrange for an interview
* Tracking employee confirmation process
* Ensure all background checks are done for all employees

**GIT/Marine Claims handler**, 07/2018 – 10/2018

**AXA MANSARD, Head Office** – Victoria Island, Lagos

* Process new Goods-in-transit/ Marine claims notifications
* Collect accurate information and documents needed to proceed with a claim
* Analyze a claim made by a policyholder to establish whether it satisfies the policy conditions
* Registering GIT/Marine Claims on the company’s platform together with record-keeping of documents and information
* Contact with assigned adjusters who carefully investigates a claim and sends back memo addressing details of a claim with the review of damages and costs
* Swift response via email to the insurance broker identifying reasons why full payment may not be made or to explain to policyholders why their claim is not covered
* Preparing an initial estimate cost from review of the adjuster’s report
* Composing memo on the adjusted amount to be paid on GIT/Marine Claims together with the adjuster’s fee that is to be forwarded to the senior managers for necessary approval
* Monitor progress of a claim by ensuring the necessary approvals for payment have been made
* Working closely with the Finance department to ensure necessary payments have been made on a claim
* Keeping the Insurance broker or policyholder at ease while a claim payment is being made

SKILLS

* Great communicative skill
* Active Management skill
* Prominent Leadership skill
* Creative art skills
* MS Office expert
* Data analysis
* Organization skill
* Good time management skill
* Customer Relationship Management
* Highly Intuitive/ Idealistic
* Customer relations
* Effective problem solver
* Exceptional interpersonal communication
* Personnel training and development
* Great Research Skill

EDUCATION

**B.Sc.** Mass Communication Second Class (upper division), Major in PR/Advertising

**Crawford University, Igbesa, Ogun State**, 2020

**Relevant Coursework**: Advertising and PR Research, Marketing Communication Management, Data Analysis in Communication Research,Editorial Writing, Strategic Public Relations and Advert.

**Minor**: Critical Writing and Reviewing

**Senior Secondary School Leaving Certificate**

Strong Tower Academy, Lagos State, 2016

REFEREE

**Adeniyi Oladunjoye**

Head Marine, Aviation & General Accident Claims

AXA Mansard, Victoria Island.

08056282937

**Ted Ojimba**

MD/CEO

Ted Ojimba& Associates

Akoka

08033314505