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| My career objective is to obtain and achieve a high degree of professionalism and to contribute significantly to the goals and aspiration of the organization through the display of diverse skills while maintaining good customer cooperate interest and the corporate image of my employer. |

# Experience

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| May 2014 – JULY 2015Customer Service Officer, Access bank Plc  * Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions. * Provided primary customer support to internal and external customers. * Helped large volume of customers every day with positive attitude and focus on customer satisfaction. * Assisted call-in customers with questions and orders.  JULY 2015 – AUGUST 2019Customer Service Representative, God is Good Motors Limited  * Answered customer telephone calls promptly to avoid on-hold wait times. * Answered constant flow of customer calls with minimal wait times. * Responded to customer requests for products, services, and company information.  OCT.2019 – JULY 2020Team Leader, BLUERIDGE MFB(OKASH)  * Built strong relationships with customers through positive attitude and attentive response. * Established open and professional relationships with team members to achieve quick resolutions for various issues. * Mentored and guided employees to foster proper completion of assigned duties. * Conducted training and mentored team members to promote productivity, accuracy, and commitment to friendly service. |
| AUGUST 2020 – SEPTEMER 2022Collections Manager/OPERATIONS MANAGER, BLUERIDGE MFB(OKASH)  * Supervised staff of collectors, monitoring phone calls and letters. * Trained and mentored new employees on collection methods, documentation requirements and performance strategies. * Filed and addressed employee complaints in accordance with company policies and government regulations. * Successfully implemented new technologies and process automations to encourage continuous improvement. * Analyzed and reported on key performance metrics to senior management. * Directed initiatives to improve work environment, company culture or overall business strategy.  september 2022 – till dateBusiness Development Manager, BLUERIDGE MFB(OKASH)  * Communicated product quality and market comparisons by creating sales presentations. * Built relationships with customers and community to establish long-term business growth. * Negotiated and closed long-term agreements with new clients in assigned territory. * Generated new business with marketing initiatives and strategic plans. * Developed new proposals, contracts and procedures to draw in more clients and streamline work operations. * Monitored market trends and competitor activities to identify areas of potential opportunity. * Developed process to analyses customer feedback to incorporate insights into product development strategies. |

# Education

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| April 2012b.sc chemistry, delta state university, abraka, delta state. Second Class Upper Division |
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# Skills

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| * Data Analysis * Data Visualization * Proficiency in Microsoft SQL Server, MySQL, Tableau, Excel, Python, and Mongo DB. | * Adaptability * Strong analytics * Team Player |

# CERTIFICATIONS

JUNE 2016 Certified Customer Service Professional (CCPS), Institute of Customer Service of Nigeria (ICSN)

MARCH 2019 Certified Customer Service Professional (CCPS), ISURF consulting limited

NOVEMBER 2022 Data science in view, Regenesys Business school, Johannesburg South Africa,

APRIL 2023 Harnessing Data Analytics in Banking & Financial Services for Business Optimization, NIGERIA INTER-BANK SETTLEMENT SYSTEM PLC (NIBSS)

MARCH 2023 Data analyst, Seedbuilders college Ikeja, Lagos State.