

CHRISTABEL ENEMUO

✉ somtoenemuoc@gmail.com

☎ 08124277394

📍 Ada-George, Port Harcourt.

🚀 SKILLS

Confidentiality

Communication (Written and Verbal)

Multitasking abilities

Organization

Attention to detail

Time management

Typing Speed 60 WPM

CRM Software (Zoho)

❤️ INTERESTS

Data Analysis

Content Writing

Social Media Management

Research Assistant

Video Editing

🎯 OBJECTIVE

An experienced and dedicated customer service professional seeking a team-oriented company. Proficient in handling various contact methods, documenting issues, and delivering excellent service. Skilled in multitasking and computer use for optimal performance in challenging environments.

🎓 EDUCATION

Physiology 2021

University of Benin

Second Class Upper Division (2.1)

NYSC Certificate 2023

👜 EXPERIENCE

Customer Service Executive 2022 - 2023

HENEVE INTEGRATED SERVICES

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents.
- Take the extra mile to engage customers with the brand.
- Meet personal customer service team sales targets and call handling quotas.

Customer Relations Officer 2021 - 2022

WORLD HEALTH ORGANIZATION

- Manage incoming phone calls and messages and handle all correspondence.
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid and complete information by using CRM software(Zoho, hunspot).