**NKATA CHIGOZIE MITCHELLE**

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**Profile Summary**

Ambitious call centre professional with 2 years’ experience in customer service and a proven ability to assist customers with well-informed selection of suitable products and services.

Costumer-focused and experienced in administrative and call centre operations, with a confident telephone mannerism, focused at meeting company’s target. Committed to the provision of a first class customer experience and the prompt resolution of any queries, complications or issues that may arise.

**Projects & Accomplishments**

* The Rubies Cooperative, an NGO with a mission to provide scholarship opportunities to out of school kids and skill acquisition for graduates/teenagers.

**Education**

**Bachelor of Engineering, Federal University of Uyo, Uyo, Akwa Ibom.**

September 2016 - Present

* Working towards a Petroleum Engineering degree.

**Relevant Work Experience**

**Outsource Global Limited,** Mabushi, Abuja.(Feb 2021 – Feb 2022)

Call Centre Agent

* Working towards call targets and KPIs essentially receiving up to 60 daily incoming calls.
* Facilitated information flow between customer service, account management operations, and quality assurance to guarantee call centre objectives were met.
* Demonstrated mastery of customer service call script within specified time frames.
* Capturing customer information and inputting them correctly into the company’s data-base.
* Maintained exceptional conversational skills with customers while simultaneously using computer to enter data or search for information.

**Sales Associate, Redgees Fashion Outlet, Abuja.** (Jan 2019 – Feb 2021)

Business Developer / Customer Service Rep

* Identified and segregated a target market, enlightening them about the company’s brand story.
* Organised sales pitch & meetings with bank executives, governmental directors, and radio stations, pitching the company’s unique selling point and product ranges.
* Emphatically communicated with new customers by listening and observing their choices, colour patterns, interest in particular cuts and aesthetics and constructively advising on the best product to purchase that suits their skin tone, body shape and budget.
* Developed a customer profile data base for each customer that aided in easier product production and distributing newsletter and emails.
* Initiated a marketing “referral bonus” strategy using a multi-level marketing system were customers were awarded a 10% monetary reward for every new customers they introduce to the company.
* Managed administrative duties assigned by manager in efficient and timely manner.

**CORE SKILLS**

* Customer service.
* Call Centre Operations.
* Business development.
* Client Relationship.
* Data Entry.
* Account Management.
* Proficient with Microsoft Office Suite
* Multitasking Skills.

**LANGUAGE**

English { proficient }.

Reference will be Available on Request.