



Joshua Ogbolu

Customer Success Rep

I Personable and conscientious CSP with 2+ years in customer service representative. Seeking to utilize waste reduction strategies (50% decrease in 2 years) to become the next customer service manager at Big's Box Store.

Some of my certifications include: customer Service foundation (certificate from LinkedIn learning)
Developing a service mindset (certificate from LinkedIn learning)

Contact

Phone

0814 929 0109

Email

Joshuaogbolu2@gmail.com

Address

Opaoba Estate off Igbo Eche road, Portharcourt, Nigeria

Education

2023

Customer Service Foundation
LinkedIn learning

Customer service and support during Economic Downturns

Developing a Service mindset

Key skills

- Complaint Resolution
- Effective Communication
- Ability to Keep Calm in Stressful Situations
- Cost Reduction & Waste Elimination
- Patience & Empathy

Language

English

Experience

○ 2021 - 2022

Haxplus , Lagos, Nigeria

Job position here

Customer Service Representative

Key Qualifications & Responsibilities

- Assisted store guests with all client concerns, including replacements, refunds, returns, and service warranties.
- Fulfilled and exceeded customer satisfaction goals in a consistent manner.

○ 2022- 2023

Accu-Medics Diagnostic and Research Laboratory, NO 36 Old Abakaliki Rd, Emene ,Enugu

Customer Service Representative

- Assisted in laboratory operations, including sample handling, testing, and data entry.
- Maintained laboratory equipment and supplies with care, thereby reducing maintenance costs
- Collaborated with other members of staff to ensure smooth laboratory operations.
- I was recognized by the establishment for outstanding customer service.

○ 2023 - Date

Vurgati Fashion, Shehu Shagari Way, Central Business District, FCT, Abuja

Customer Service Representative

- Implemented ambitious customer satisfaction goals, and better-enabled customer service staff members to effectively meet them.
- Created, edited, and altered customer service strategies and procedures in Agile manner to best deliver a satisfying experience for all store customers.
- Managed and updated the customer loyalty program.

Reference

Richard Vurgathi

CEO, Vurgati Fashion

Phone: +234 814 443 2943

Email: @richardvurgati@vurgati.com

Name Surname

Secretary, Radio Nigeria

Phone: 08065851919

Email: @Ogboluamaka958@gmail.com