

STELLA CHINONYE AMATASORO
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OBJECTIVE

A personable team player committed to excellence with a strong desire for continuous growth, improvement, and development. Seeking a position that offers professional challenges in customer and call center management. A professional with 5+years' of experience in business operations, administration, call center management, customer relationship management, coaching, training, and conflict resolution, while utilizing SaaS and digital tools to foster solutions to organizational business needs.

EDUCATION

Madonna University, Okija *2007 - 2011*
Bachelor of Science, Banking and Finance

Madonna Model Secondary School, Owerri *2001 - 2007*
First School Leaving Certificate (SSCE)

SKILLS & CORE COMPETENCIES

- **Technical Skills:** Customer solution expert, Conflict Management, Contact Center Management, Vendor management, Budgeting and Operational Expense (OPEX) tracking, Sales, Project Management, Business Process Improvement.
- **Computer Skills:** Microsoft Office Suite, SharePoint, Google Suite, Hubspot CRM
- **Language Skills:** English (Native).
- Ability to work with no supervision.
- Creative, logical, and analytical
- Excellent interpersonal and organizational skills

PROFESSIONAL EXPERIENCE

ARRANO FOODS LIMITED (BONGOU FOOD)
Customer Center Operations Manager

April. 2018 – Sept. 2020

- Managed a team of 6 in the efficient processing and fulfillment of customer orders.
- Developed and implemented training programs for staff for better service delivery.
- Implemented quality control procedures and monitored all calls for quality assurance purposes which led to a sales increase of 30% within 6 months.
- Managed the onboarding and maintenance of customers and the database, ensuring complete creation of new client profiles, organization of files, and updating of information.
- Increased sales by contacting potential or existing customers informing them about products, promos, and offers.
- Developed rapport with existing customers for better customer engagement, retention, and service delivery.
- Dealt with customer enquiries and complaints, handling grievances in a courteous and professional manner to preserve the company's reputation.
- Analyzed sales data for better understanding and decision making.
- Prepared budget reports and tracked all business expenditures.
- Assisted in the recruitment and selection process of new employees, while fully responsible for onboarding, training, coaching, and overall management of customer service representatives.

CUSTOMER CONTACT SOLUTIONS NIGERIA LIMITED (CCSNL)
Customer Service Representative – Cadbury Nigeria Limited

Dec. 2015 - Dec. 2017

- Provided information to customers on the organization's products and services.
- Resolved all customer complaints and challenges timely and efficiently.
- Attended to all customer inquiries, providing them with all data and information necessary.
- Escalated queries and complaints beyond my expertise to back office for resolution and followed up to ensure it is being handled and closed out.

Customer Service & Sales Representative – Airtel

- Educated and enlightened customers on new and existing Airtel products and services thereby aiding in an increment in revenue.
- Met and exceeded monthly performance goals including quality, adherence, and sales target via upselling.
- Collected and recorded customer complaints with adequate follow-ups to ensure resolution and close out.
- Escalated queries and complaints to Service Provider for resolution.
- Provided solutions to customer's issues and complaints.

HOLMES VIU PROPERTIES
Administrative Assistant

Jan. 2014 - Nov. 2015

- Managed all company logistics and maintained office inventory.
- Interfaced directly with clients via email and phone.
- Worked closely with the CEO in developing process documents for business operations.
- Ensured customer satisfaction by effectively communicating and ensuring all requests and complaints were attended to in a timely and professional manner.
- Maintained CEO's calendar and prioritized scheduling to avoid conflicts; oversaw phone and email correspondence, eliminating misinformation and improved work efficiency by 35 percent.

CERTIFICATIONS

- Alison Courses, Diploma in Customer Service

2017