

## **ANYIMIGBO CHIMUANYA GLORIA, BSc, MSc**

Customer Success | Operations | Customer Experience | Mobility-Fintech | Banking & Finance | Fleet management |

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### **PROFESSIONAL SUMMARY**

Results-oriented Customer Service Executive with over 9 years of experience in enhancing customer service across various industries, seeking to take the next career step with a respected organization dedicated to delivering world-class service and enhancing customer satisfaction. Accomplished in leveraging performance metrics to improve customer interactions and outcomes. Dedicated leader with the ability to lead teams to process and manage large account volumes without compromising service or quality.

### **CORE COMPETENCIES**

Communication | Customer Service | Attention to Detail | Multi-Tasking | Phone Etiquette | Conflict Resolution | Teamwork | Creativity | Business Support/Planning | Administrative Processes | Office Management | Time Management | Staff Management | Business Operations | Executive Support | Empathy

### **TECHNICAL SKILLS**

Microsoft Excel, Word, PowerPoint | Internet Applications | Ability to make research

### **CAREER SUMMARY**

**Moove Africa**

Victoria Island, Lagos Nigeria

Position: Customer Success Executive (Performance Manager)

Dec 2021 – Date

#### ***Key Responsibilities:***

- ✦ Asset management: utilization, maintenance, safety & security.
- ✦ Monitor driver's performance while supporting them and hourly data performance from the Uber dashboard, and driver training and retraining.
- ✦ Resolving Freshdesk tickets before the first response and resolution time.
- ✦ Enforcement: inspections, outstanding, performance, and infractions.
- ✦ Determine business profit and loss.
- ✦ Communication inbound and outbound support using CRM system (Freshdesk, Ziwo).
- ✦ Conduct daily check-in on driver's pulse, schedule drivers for servicing and inspection, and solve drivers' solve while in transit.
- ✦ Conducting and compilation of drivers' surveys and accountability of all Moove vehicles.
- ✦ Ensuring that drivers comply with the company's rules and regulations.

#### **Core Accomplishments & Achievements:**

Measurement of tools for keeping track of the progress being made in achieving these goals. Established a monthly development tool for each employee identifying weighted metrics associated with registration compliance.

Identified processes and implemented improvements for center efficiency.  
Analyzed and identified training areas, which resulted in an increase in center performance  
Created a motivational reward system.  
Analyzed statistics and other data to determine the level of customer service performance achieved by the team and provided them with the resources needed to reach their goals.  
Guaranteed customer satisfaction by acting as key contact for issue resolution & customer advocacy.

**Ridsmetro Services**

Position: Administrative Manager  
2021

Lekki, Lagos Nigeria  
Jan 2021 – Nov

***Key Responsibilities:***

- ✦ Handling administrative requests and queries from senior managers.
- ✦ Oversee and manage clients' accounts, enter clients' information into the company's software, and identify and resolve any logistics issues.
- ✦ Give constant direction to team members to ensure that all customer inquiries are rightfully attended to on time and in the best way possible to give them satisfaction.
- ✦ Maintain maximization of human resources development policies, training, and performance reviews.
- ✦ Develop strategies to promote team member adherence to the company's regulations and performance goals.
- ✦ Assists management with hiring processes and new team member training. Conducts team member meetings to update members on best practices and continuing expectations.
- ✦ Generate and share comprehensive detailed reports about team performance, mission-related objectives, and deadlines.
- ✦ Provide quality customer service, including interacting with customers, answering customer inquiries, and effectively handling customer complaints.
- ✦ Working with the accounting and management teams to set budgets, monitor spending, and process payroll and other expenses.

**Core Accomplishments & Achievements:**

Provided exceptional support to managers and co-workers, increasing the overall efficiency of the office by 30%.  
Provided backup support to other departments, which was highly admired by the General Manager.  
Collaborated with other departments of the company in order to centralize the database for easy retrieval of information.  
Demonstrated excellent customer service skills by assisting the marketing department in promotional activities and campaigns.  
Introduced a user-friendly electronic filing system, which reduced file retrieval time by 30%.

**Zenith Bank PLC**

Position: Customer Service Officer

Victoria Island, Lagos Nigeria  
Sep 2015 – Nov 2020

***Key Responsibilities:***

- ✦ Performed in-house, competitor, and consumer analyses to shape new undertakings.
- ✦ Participated in weekly training on anti-money laundering and compliance policy.

- ✦ Engage in Relationship Management and resolved complaints through phone, email, or social media, and devised and coordinated Account Opening and verification of customers.
- ✦ Championed the process of training new staff on customer service techniques and skills.
- ✦ Regularly compiled reports and submitted to the branch management on overall customer satisfaction and suggested/Implemented changes.

**Core Accomplishments & Achievements:**

Answered inbound phone calls in a fast-paced work environment, providing timely and excellent customer service, and executed financial transactions according to bank policies and procedures  
 Responded to customer inquiries, providing information on bank accounts, policies, products, and services, assessing the needs of customers, and suggested products and services accordingly  
 Ensured departmental compliance with company and regulatory agency records management and retention policies and procedures, achieving 100% compliance on 3 annual audits.  
 Reviewed and verified transactions to ensure proper processing according to established quality standards.  
 Processed transactions, including money transfers, deposits and withdrawals, and data entry to update client files.

**Faithcity Hospitals Limited**

Nigeria

Position: Customer Satisfaction Officer  
 2015

Lagos State,

Aug 2014 – Sep

**Key Responsibilities:**

- ✦ Collected data and information about patient care concerns, needs, and problems and implemented appropriate corrective actions.
- ✦ Was actively involved in decision-making and problem-solving between patients, physicians, nurses, and administrative employees.
- ✦ Prepared reports and analyses, highlighting health progress, and adverse trends and suggesting appropriate recommendations or conclusions.
- ✦ Maintained supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing, and expediting orders for supplies, and verifying receipt of supplies
- ✦ Analyzed statistics and other data to determine the level of the hospital’s customer service expertise.

**General Nutrition Corporation**

Position: Customer Care Executive

Lagos State, Nigeria

Jun 2013 – Jun 2014

**Key Responsibilities:**

- ✦ Managing a team of representatives offering customer support.
- ✦ Overseeing the customer service process.
- ✦ Resolving customer complaints brought to your attention.
- ✦ Planning the training and standardization of service delivery.
- ✦ Monitoring the work of individual representatives and of the team.

**EDUCATION & QUALIFICATIONS**

**Imo State University**

MSc in Business Management

Imo State, Nigeria

2014 – 2016

**Madonna University**  
BSc in Biochemistry

Rivers State, Nigeria  
2006 – 2011

**National Youth Service Corp (NYSC)**  
**Early Harvest International School**  
Position: Chemistry & Agricultural Science Teacher

Lagos State, Nigeria  
Nov 2012 – Oct 2013

**Nosak Distilleries Limited**  
Position: Quality Control Officer (Siwes)  
**TRAINING & CERTIFICATIONS**

Lagos State, Nigeria  
Apr 2010 – Oct 2010

**Customer Service Mastery: Delight Every Customer**  
Certificate of completion

Nigeria  
2022

**Decision Making: Solve Problems with Emotional Intelligence**  
Certificate of completion

Nigeria  
2022

**Nigeria Society of Biochemistry and Molecular Biology**  
Certificate of recognition

Nigeria  
2010

**INTEREST/HOBBIES:** Reading | Researching | Networking | Traveling | Content Creation

**REFEREES:** Available on request