

CONTACT

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OBJECTIVE

Self-starter, with refined ability to work with minimum or no supervision Strong team collaboration skills; work closely with team members to achieve goals. Solid, persuasive, facilitation, and relationship-building skills. Proven excellent communication skills Excellent ability to establish and work to priorities while managing work streams. Proven leadership abilities and very high attention to detail. Resourceful team player with experience with common software applications and social media platforms. Well-versed in business organization and strategies for successfully modernizing workplaces. Skilled at project support with proven history of solutions-oriented problem-solving. Driven to learn quickly, advance computer proficiency and training in industry operations. Solid background in field and office settings supporting team needs. Flexible and hardworking team player focused on boosting productivity and performance with conscientious and detail-oriented approaches.

EXPERIENCE

2020 -

- **Customer Service Representative**

United Bank for Africa - Lagos, Nigeria

- Respond to customer queries in a timely and accurate way, via phone, email and
- Zendesk platform Identify customer needs and help customers use specific features of the banking services Analyse and report product malfunctions (for example, by testing different scenarios to reduce the rate of impersonating users) Update our internal databases with information about technical issues and useful discussions with customers Monitor customer complaints on social media, Zendesk Tickets and reach out to provide assistance Share feature requests and effective workarounds with team members Inform customers about new features and functionalities of new products Follow up with customers to ensure their technical issues are resolved Gather customers feedback and share with our Product, Sales and Marketing teams Assist in training junior Customer Support Representative
- Recommended products to customers, thoroughly explaining details. Answered customer telephone calls promptly to avoid on-hold wait times.
- Listened to customers' questions and concerns to provide answers or responses.
- Provided customers with updates and periodic statements on service developments and changes in trends.
- Provided excellent customer service by efficiently resolving issues and responding to inquiries.
- Managed customer service effectiveness by monitoring performance and assessing metrics.
- Collected customer information and analyzed customer needs to recommend potential products or services.

- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.

2022 -

- **Administrative Assistant (Remote)**
ANITOM GLOBAL

- Developed and updated spreadsheets and databases to track, analyze, and report on performance and sales data.
- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Restocked supplies and placed purchase orders to maintain adequate stock levels.
- Sorted and distributed office mail and recorded incoming shipments for corporate records.
- Scheduled office meetings and client appointments for staff teams.
- Received and sorted incoming mail and packages to record, dispatch, or distribute to correct recipient.
- Coordinated and scheduled meetings and conference calls to optimize scheduling of senior staff.
- Completed forms, reports, logs and records to quickly handle all documentation for human resources.
- Created and maintained databases to track and record customer data.
- Processed customer orders accurately and within agreed timeframes to meet service standards.
- Managed phone and email correspondence and handled incoming and outgoing mail and faxes.

EDUCATION

2019

- **Federal Polytechnic Oko**
Quantity Surveying- HND

2023

- **Digital Witch Community**
Customer Service Support

SKILLS

- Imaginative and able to take Initiative
- Budget/Cost Management
- Project Loan Management
- Record Maintenance with MS-Excel
- Goal oriented
- Strong Team Orientation
- Time Management
- Attention to details
- Excellent Leadership Skills
- Excellent Communication Skills (Both writing and in Speech)
- Ticketing support skills
- Strategic Planning
- Knowledge of Industry Standards

PROJECTS

- **Product Development**
Successfully formulated key product development strategies for the technical product team which helped accelerate the speed of new product development and helped the bank to increase customer service support KPI by 60% Put up a measure in place to help track and monitor customer service performance to ensure the bank does not miss out on any

customer

Answered product and service questions, suggesting other offerings to attract potential customers.

Recommended products to customers, thoroughly explaining details.

ACHIEVEMENTS & AWARDS

- IT Essentials/ Project Management Cisco Networking Health Safety and Environment (HSE 1, 2, 3)

LANGUAGES

- English