



Gabriel Tersugh, China.

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STRENGTHS

Ability to lead a team of agents to achieve the company's goals.

C-Level relationship, Office Management, Executive Support, Report preparation, and Confidentiality.

Dedicated, motivated, organized, and focused on achieving set goals with work quality consideration.

Ability to multi-task with high leadership and organizational skills.

Excellent time management skills with a proven ability to meet deadlines.

Ability to handle dissatisfied clients and remain calm always.

Experienced working in a team and good negotiating skills.

PROFESSIONAL PROFILE

Goal-oriented Professional with 4+ years' broad-ranging experience providing data analysis and customer service across NGO healthcare and outsourcing companies (based in the USA). Highly organized and detail-oriented, with a proven ability to manage data, and office functions, provide support and facilitate smooth operations while paying attention to details and successful project deliverables.

WORK EXPERIENCE

Turbham Limited UBPO, Guzape, Abuja. 10/2021- Not Ended

Customer Management

Specialist/Sales (Call Center, Florida USA.)

- Respond promptly to customer complaints and inquiries while upselling the company's products and services.
- Manage large amounts of Outbound calls, chats, and other communication channels.
- Verify customer information and health insurance coverage and

Ability to pay attention to details and communicate fluently both verbally and written.

Proficient in using MS applications and Google Search.

Proficient in using CRMs like Salesforce, VICIDIAL, RingCentral, MD365, Quickbase, Andor, Slack, Teams, and Hubstaff.

EDUCATION

Command Secondary School Makurdi, Benue State | Makurdi, BenueState. WAEC

Benue State University, Makurdi | Benue State, Nigeria
B.Sc : Microbiology

CERTIFICATION AND TRAININGS

Computer Certificate Course, Makurdi Benue. 2012.

Accelerated Jobberman Soft Skills Training Certificate. 09/2022

Customer Service Fundamental Certificate Udemy. 05/2022

LANGUAGE

English
Hausa

REFEREES

• Mrs. Felicity Aondoakaa
Lecturer Benue State University, Makurdi
Department of Home Economics
07038051526

• Mr. Terkimbi Tom
Water aid (NGO)

schedule customers for a doctor's consultation.

- Maintain a positive and friendly tone with customers at all times.
- Multi-task by maintaining several live call conversations while navigating through CRMs, entering client data, and promoting positive customer service.

Star Radio, Makurdi Benue State [On air personality]. **2021[January - March]**

o.a.p

- host bullet programs on the air
- scripted news
- programs production
- live interviews
- voice-overs

New Love Kids Academy Nyiman, Makurdi Benue State **2013 – 2015**

Front Desk Officer

- Kept the front desk tidy and presentable with all necessary materials.
- Greeted and welcomed guests.
- Answered customers' questions and addressed complaints.
- Answered all incoming calls.
- Received letters, packages, etc., and distributed them.
- Checked, sorted, and forwarded emails.
- Kept updated records and files.

Lab scientists at 44 Nigeria Army Hospital Kaduna. 2019

lab scientist

- collection and labeling of samples from patients
- correctly inputting patients' information into the system

07034611003

- ensuring proper conduct of activities without rancor when there is an influx of test request
- ensuring results are ready as when due
- give out results to patients properly sealed and confidential
- Kept updated records and files.