

## CONTACT INFORMATION

### ROBERT LUPER

Jalingo, Taraba, Nigeria +2347044910545 robertluper53@gmail.com | [LinkedIn](#)

### PROFESSIONAL PROFILE

I am a dedicated, business-focused, self-managed and motivated individual with ability to meet targets and deliver high quality solutions. Knowledgeable, detail-oriented, and committed customer service professional with experience serving a variety of customers. Passionate about building high quality professional customer relationships, driving brand loyalty, and knowledge of conflict resolution to lead a team of other customer service representatives.

### SKILLS & COMPETENCIES

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- Enhanced due diligence comprehension
- Excellent written and verbal Communication skills
- Information collection and managerial skills
- Mastery of basic computer applications
- Good influencing and negotiation skills
- Quick-thinking problem solver
- Proficient in Finacle Core Banking Usage
- Strong analytical and multitasking skills

### EMPLOYMENT HISTORY

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Customer relationship officer/Ecobank PLC 2018-2019.

#### **Customer service Officer | United Bank for Africa December 9-2019 till date.**

- Interacts with customers via telephone, email, online chat, or in-person to provide support and information on an assigned product or service.
- Ensures that appropriate actions are taken to resolve customers' problems and concerns.
- Reduce risk exposure by reviewing new customer accounts and verifying their identities.
- Prevent unscrupulous individuals from using financial businesses for illegal transactions.
- Maintains customer accounts and records of customer interactions with details of inquiries, complaints, or comments.
- Uses knowledge of a specific product, service, or other assigned area of expertise to answer inquiries or to forward to the appropriate staff.
- Performs other related duties as assigned.

#### **Front Teller | United Bank for Africa Plc. January 2019-2021.**

- Receive payments from Customers by cash, Cheque, credit card and other valid instructions
- Receive complaints and Solve queries of customers

- Recording and maintaining a database of all monthly, weekly & daily report of transactions
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- Perform specialized E-banking services like PayDirect, Remita, BankOne, FIRS payment and other third party payment integrations.

CUSTOMER SERVICE OFFICER/ UNITED BANK FOR AFRICA 2021-2023.

**Key Achievement:**

Outstanding performance appraisal rating for an excellent work ethic & output in less than 6 months.

## **EDUCATION**

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Fidei polytechnic gboko, Benue state **ND/HND-ACCOUNTING**

## **CERTIFICATION AND TRAINING**

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- Jobberman Soft-Skills Training
- UBA Academy Fundamental use of Microsoft Excel
- UBA Academy Customer 1<sup>st</sup> Philosophy Training
- Customer Experience Training
- Side Hustle - Product Management and Customer Relationship Management
- ICS Sourcing Academy: Business Communication Certification

## **REFERENCE**

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Provided on Request