

Elohor Olomu

CUSTOMER CARE | VIRTUAL ASSISTANT | RELATIONSHIP MANAGER

Profile

Highly motivated and energetic customer care representative with over 5 years of experience in providing exceptional customer service. Skilled in handling customer inquiries and complaints, processing orders, and resolving issues. Possess excellent communication skills and the ability to stay calm when customers are stressed or upset. Comfortable using computers and experienced in working with customer support. Adept at problem-solving, teamwork, complaint resolution, order processing, and record keeping. Dedicated to maintaining customer satisfaction and contributing to company success

Employment History

Customer care Representative, Airtel Nigeria, Akure

05/2020 - Present

- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.

Retail Executive and Relationship Manager, Mutual Benefits Assurance PLC, Akure

11/2018 - 03/2020

- Building and maintaining profitable relationships with key customers.
- Overseeing the relationship with customers handled by my team.
- Resolving customer complaints quickly and efficiently.
- Keeping customers updated on the latest products in order to increase sales.
- Meeting with managers in the organization to plan strategically.
- Expanding the customer base by upselling and cross-selling.
- Understanding key customer individual needs and addressing these.
- Conducting business reviews using CRM programs.
- Knowing the competition and strategizing accordingly.

Education

Sociology, Delta State University Abraka, Abraka

09/2013 - 09/2017

Personal Details

09038260252

hope4elohor2468@gmail.com

Links

LinkedIn

Skills

Team leadership

Critical thinking and problem solving

Fast Learner

Organization, Proactiveness and relationship building.

Effective Time Management

Communication Skills

Microsoft Office

Customer Service

Ability to Work Under Pressure