ZIKORA IFEANYI

Customer Service Representative

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SUMMARY

Customer Service Representative with 3 years of experience with recognized strengths in problem-solving and troubleshooting with solid computer skills, telephone customer service, including sales, tech support, and customer care. Familiar with major customer service software, conflict resolution, and possess a positive attitude aiming to use my proven skills to effectively fill the managerial role in your company.

EXPERIENCE

Customer Service Representative

Bitfada Technology

📅 01/2020 - 02/2023   📍 Lagos

🔗 www.bitfada.com

Bitfada is a global cryptocurrency trading platform where people safely trade with millions of users around the world and the world's p2p fastest cryptocurrency exchange where people can buy & sell crypto assets. At Bitfada users can create advertisements, choose their payment method and exchange rate.

- Maintained a high level of customer satisfaction through effective verbal and written communication skills.
- Meticulously updated customer information on CRM as when required and adhered to GDPR requirements.
- Exceeded complaints resolution quality goal of 90% achieving score of 95%+.
- Provided exceptional customer service to customers.
- Answer an average of 50 calls per day in a high-volume call center environment.
- Used computer to retrieve policyholder information, verification of customers KYC while maintaining proper phone and customer service etiquette.

Affiliate Marketing Specialist

Expertnaire

📅 08/2019 - Ongoing   📍 Lagos

🔗 www.expertnaire.com

Expertnaire is a digital marketplace where marketers help creators of digital products get more sales and connect with more customers via the platform and network of high performing affiliates.

- Maintained effective relationships with affiliate and assisted in improving performance.
- Developed and implemented strategies to provide support to affiliate marketing.
- Participated in various seminars for industry related events.
- Established and maintained a strong relationship with partners.
- Managed third party affiliate networks.

EDUCATION

Bachelor of Science(B.Sc) in Computer Science

Ebonyi State University

📅 01/2018 - 01/2022

ACHIEVEMENTS

💎 **Customer service representative of the month award**

Improved customer satisfaction by 12% in three months, according to in-store and online surveys and also received a 5-star rating on over 100 online reviews written by customers.

💎 **Partnerships**

Boosted 200% advertisement revenue in a year.

💎 **Team Management**

It helped in the growth of the company and a massive cooperation among my co-workers.

PROJECTS

Blog redesign

📅 03/2022 - 06/2022   📍 Lagos

Technologies Used: Python, PHP, Ruby, Javascript.

- Created comprehensive testing regime using RSpec to ensure bug-free code.
- Rebuilt entire website with up to date technologies and frameworks.
- Created a content management system serving as a client interface that reduced download times by 30%.

Influencer Marketing

📅 06/2021 - 07/2021   📍 Lagos

Patnering with strong names on Instagram and Facebook, people who had the right audiences on their social media channels, loyal followers. It worked great, because following their role models, people weren't afraid to give the innovative product a try.

- The sales sky-rocketed by 30%.
- Developed effective multi-platform marketing messages that boosted sales for company clients.
- Participated in a team-focused department driven by commitment to client satisfaction and accelerated performance.
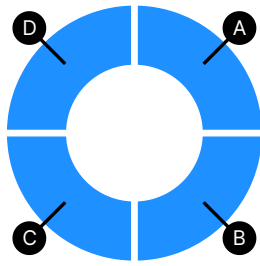
LANGUAGES

English
Native

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MY TIME

A	Networking at events
B	Discussing ideas
C	Psychology of communication
D	Corporate social responsibility

SKILLS

Microsoft Office   **Professionalism**

CRM(HubSpot, Zendesk, Tawk.to, e.t.c)

Critical Thinking & Problem Solving   **Adaptability**

Clear Communication   **Time Management**   **Digital Marketing**

CERTIFICATION

Statement Of Accomplishment
Datacamp: Introduction to Python
2020

Associate Degree in Computer Science
University Of The People(2 years program)
2022

MY LIFE PHILOSOPHY

If you want to live a happy life, tie it to a goal, not to people or things

Albert Einstein

PASSIONS

Machine Learning   **Space Exploration**

Photography   **Video Games**

STRENGTHS

Organizational skills
I am efficient in meeting deadlines by prioritizing my workload. Good time management skills and the ability to multitask have proved beneficial in my current role as Customer Service.

Strategic Thinker
I think of myself as a very balanced and critical thinker, who always weighs up the outcomes.

Customer Service
Attentive to customer needs, help solve problems and provide a positive experience to the company.

Discipline
Managing my time and prioritizing my tasks.
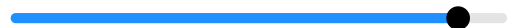
TRAINING / COURSES

Managerial Economics

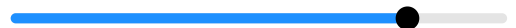**Machine Learning**

Diversity Training

Quality Assurance

INDUSTRY EXPERTISE

Active Listening

Communication

Multitasking

Open-mindedness