

EKENE RITA IZUKANNE

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Summary

A personable and Results-driven professional with a background in call centre, teaching, customer service and financial advisory roles. Skilled in problem-solving, customer satisfaction, and utilizing technology to drive business growth. Excellent communicator and team player with a focus on delivering exceptional results in dynamic environments.

Key Competencies

Attention to Detail

Time Management

Organizational Skills

Customer Management

Financial Management

Effective Communication

Leadership/Team player

Human Resource Management

Sales and Marketing Expertise

Content Research and Development

WORK EXPERIENCE

Financial Advisor,
March 2021 – Present

AllCO Insurance PLC, Abuja

- Successfully sold fire, health, life, property, and other types of insurance and annuity plans to clients, achieving an increase in new policy acquisitions compared to the previous year.
- Established client insurance coverage, calculated premiums, and established methods of payment, resulting in accurate and efficient policy administration and client satisfaction.
- Provided comprehensive information about group and individual insurance packages, coverage options, benefits, and policy features, leading to a 10% increase in client retention and policy renewals.
- Managed insurance claims and responded to client inquiries in a timely and professional manner, maintaining a client satisfaction rate of 90% in claim resolution and customer service.
- Proactively identified and solicited potential clients through research and pursued new business leads, contributing to a 10% increase in new client acquisition and overall company growth.
- Developed and implemented innovative strategies to attract clients, resulting in a 20% increase in client referrals and word-of-mouth recommendations.

Customer Service Representative

TradeSmart Global Services, Remote

March 2018 – February 2021

- Improved customer satisfaction ratings by 25% through effective resolution of complaints.
- Provided personalized advice and assistance to customers, resulting in a 10% increase in customer loyalty and repeat business.

- Informed customers about special promotions and provided detailed information for various products, leading to a 15% increase in upselling and cross-selling opportunities.
- Responded promptly to customer calls and emails, reducing average response time by 20% and improving overall customer service efficiency.
- Coordinated effectively with a team of 15+ colleagues, leading to better problem resolution and improved team performance.

Computer Studies Teacher,
April 2017 - November 2017

Living Treasure Academy, Abuja

- Guided and supervised student computer laboratory work, achieving a 95% completion rate of practical assignments and projects, demonstrating students' practical skills acquisition.
- Maintained accurate and up-to-date student grade and attendance records, ensuring transparency and effective communication with parents regarding student progress.
- Prepared and delivered comprehensive MS-Office training sessions for students, resulting in a 25% increase in student proficiency and confidence in using MS-Office applications, as measured by pre- and post-training assessments.
- Conducted thorough research on topics before meeting students, ensuring up-to-date and accurate information was shared, enhancing the quality of teaching and learning experiences.
- Supported colleagues in lesson preparation and scheduling, resulting in a 15% improvement in lesson organization and teamwork

Call Centre Agent,
May 2015 - September 2015

Police Health Maintenance Ltd, Abuja

- Managed customer inquiries and issues, providing exceptional service to resolve problems and address questions, resulting in a customer satisfaction rate of 95%.
- Utilized IP-PBX systems (Asterisk, Elastix, FreePBX) effectively, reducing average call handling time by 15% and improving overall call efficiency.
- Reviewed and analysed Call Detail Records using MS-EXCEL, identifying trends and patterns to optimize call centre operations and increased team productivity by 10%.
- Successfully deployed Observium (a Network Monitoring Solution) with the help of my team leader and colleagues, resulting in a 20% reduction in network downtime and improved overall network performance.
- Maintained accurate records of enrollees, ensuring data integrity and compliance with privacy regulations, with a record accuracy rate of 98%.

Education & Certifications

Bachelor of Computer Science, Anambra State University, Uli
November 2012 – August 2016

Advanced Diploma and Diploma in HR Development, Institute of Commercial Management, Abuja
March 2021- September 2022