



# MIRIAM IBEDU-UGWU

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## SUMMARY

Industrious professional with a background training and coaching peers to achieve project and personal goals. Reputable leader ready to evaluate client needs and find solutions that exceed expectations. Considered a focused decision-maker, problem solver and offering a pleasant personality.

## SKILLS

- Customer service
- Good communication and effective listening
- Project Management
- Time management
- Client Relationship Management
- Mentoring and training
- Operations Management
- Team oversight
- Technology research
- Task prioritization
- Business development
- Strong collaborative skills
- Information technology
- Strong analytical skills
- Vendor contracts and relationships
- Decision making
- Report generation

## EXPERIENCE

### Operations Manager (Project) /Special Protection Services Limited, (I H S) Lagos.

March, 2022 - Current

- Direct and oversee operations officers, field service engineers and other key functional departments.
- Develop and implement policies and procedures to achieve core operational objectives.
- Act as company's main adviser on all operations related issues.
- Evaluate overall company performance by gathering, analysing and interpreting data and metrics
- Maintain working relationships with all other managers.
- Oversee warehousing to ensure adequate availability of stock.
- Contribute to corporate strategy in the areas of site maintenance and customer relationship management.

### Operations Supervisor (Service Center) /Samsung Limited, Lagos

Sept, 2020 -2022

- Oversee daily operational activities on pending jobs.
- Allocation of jobs to the technicians and monitoring of same.
- Review of daily working report with team and taking corrective measures.
- Coordination with spare parts officer for raising the parts orders & tracking.
- Ensuring achieving of KPI (TAT/CSAT/LTP/Engr. productivity/DWR Accuracy, etc).
- Ensure quality service delivery with minimum repeat repair.
- Reduction of customer escalations.
- Daily monitoring of technicians' productivity.
- Weekly budget preparation for service operations & approval from service manager.
- Preparation of daily work report and sharing same to branch service manager
- Responsible for checking local repair possibilities for PNA cases, sharing the repair quotations to service manager for approval.
- Ensuring adequate spares availability at the service centre (Safety stock planning and execution).
- Generating and achieving out warranty income targets (Reduction in third party repairs installations).
- Monitoring and completion of AMC (Annual Maintenance Contract).
- Responsible for improving service centre hygiene and compliance to service standards (Job cards, processes, policies).
- Participating in monthly/quarterly spare parts counting and labelling activity.
- Ensuring service cost reduction through proper inventory control method.
- Technical skill monitoring and productivity improvement.
- Arranging training to front, backend and field force team.

- Retail visit for service feedback and working on improvement areas for channel delight.

**Project/Service Delivery Coordinator** / 21st Century Technologies – VI, Lagos.

*Nov 2017 - 2020*

- Handling orders from existing and new customers by working with circuit suppliers and internal groups to ensure that installations and repairs are effected timely and within budget.
- Manage the customer service operations which deals directly with customers and is the first point of contact.
- Oversee employees at different stages of delivery process to ensure the provision of great customer service, adherence to company regulations and performance goals.
- Oversee cross functional work areas targeted to resolve issues raised by clients.
- Ensure credible relationships are established with clients at appropriate levels through courteous, proactive service delivery, customer satisfaction, and the skilful application of specialist knowledge.
- Coordinate team members to achieve specific tasks / goals.
- Ensure that all business solutions are implemented in line with predetermined service level agreements.
- Keeping clients satisfied through managing projects, fixing any reliability issues and tracking service metrics.
- Managing budgets and helping lead the professionals responsible for getting services delivered to clients.
- Scheduling visits to customers to get feedback on company services.
- Building partnerships and liaising with team leaders to determine service, the criteria for the delivery of those services, and how to develop solutions to any issues that arise.

**Customer Care Representative** / Globacom Nigeria Limited, VI, Lagos.

*Apr 2013 – Sept 2016*

- Attract potential customers by answering product and service questions; suggesting information about other products and services.
- Manage the customer service operations, which deals directly with customers and is the first point of contact.
- Maintain customer records by updating account information.
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Maintain financial accounts by processing customer adjustments.
- Recommend potential products or services to management by collecting customer information and analysing customer needs.
- Prepare product or service reports by collecting and analysing customer information.
- Contributes to team effort by accomplishing related results as needed.

## **EDUCATION AND TRAINING**

Project Management Professional (PMP)	2019
ITIL, Service Management (ITSM)	2019
Institute of Strategic Management, Nigeria (ISMN)	2011
University of Nigeria, Nsukka - Enugu, Nigeria ( <b>Bachelor of Science: Accountancy</b> )	2009

**REFERENCES:** Available upon request.