SALAMI USMAN

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OBJECTIVE

Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team environment and alone. Proven ability to listen attentively, solve problems and create high-quality customer-client relationship. Proficient in customer service best practices and related options.

EXPERIENCE

- **Mabel Enterprises**
  02/3/2020 - 02/12/2022
  Customer Service Agent
  - Exceeded Mabel's Enterprise's sales goals by 100% by providing proactive and effective customer service
  - Resolved customers' complaints by identifying the root causes of problems and taking appropriate corrective action, increasing the client retention ratio by 50%
  - Resolved an average of 50 inquiries per day
  - Increased customer base by 30% in the year 2021 by responding quickly to their concerns.
  - Helped large volume of customers everyday with positive attitude and focus on customer satisfaction
  - Evaluated customer information to explore issues, develop potentials solutions, and maintain high-quality service

- **Customer Service Training**
  1/1/2020 - 15/1/2020
  Online Course
  - Learned the fundamentals of customer service
  - Learned to empathize with customers and resolve issues
  - Partook in class test and performed excellently
  - Noted key areas of customer services and conducted in-depth research for a more comprehensive understanding
  - Followed the course diligently to gain proper knowledge
  - Earned a certificate on completion of the course

EDUCATION

- **Prince Abubakar Audu University**
  2018
  BSc Economics

CERTIFICATION

- **Customer Service Online Certificate** | John Academy

SKILLS

- Effective Listening Skills | Adaptability | Taking Responsibility | Critical Thinking | Team Player | Outstanding Communication Skills | Client Relationships | Microsoft Office Proficient | Impeccable Interpersonal Skill | Research and Analysis | Analytical Skill