

OGHENEVOKE FAITH ODOMESE

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PROFESSIONAL SUMMARY

Proactive and empathetic Customer Service Specialist with over five years of experience in delivering exceptional support and ensuring customer satisfaction. Adept at managing high volumes of calls, emails, and live chats while maintaining professionalism and decorum. Skilled in conflict resolution, relationship management, and strategic problem-solving. Proven ability to collaborate with multiple departments to enhance service delivery and address customer concerns effectively. Committed to continuous improvement through feedback and dedicated to providing personalized solutions that meet customer needs. Strong organizational skills, attention to detail, and a deep understanding of customer service principles.

SKILLS

- Customer Service
- Conflict Resolution
- Relationship Management
- Data Entry
- Account Management
- Quality Customer Support
- Creative Thinking
- Logistics
- General ICT Skills
- Research
- Procurement
- Teamwork
- Communication
- Innovation
- Time Management
- Accountability
- Empathy
- Patience
- Project Management
- Email Support
- Office Administration
- Email Management
- Problem-Solving
- Strategic Planning
- Documentation

WORK HISTORY

Remote Customer Service Representative

Roadway Rescue - USA

06/2024 - Current

- Efficiently manage a high volume of customer inquiries through phone, email, and live chat, providing prompt and accurate responses to enhance client satisfaction.
- Conduct in-depth analysis of customer issues, delivering effective solutions that align with company policies and procedures, contributing to a 20% increase in resolution rates.
- Collaborate with cross-functional teams to address and resolve complex customer concerns, ensuring seamless service delivery and fostering strong client relationships.
- Maintain meticulous records of customer interactions, transactions, and feedback, utilizing CRM software to track and analyze data for continuous improvement.
- Develop and implement customer service protocols and training programs, resulting in a 15% improvement in team performance and customer satisfaction scores.
- Provide detailed reports on customer service metrics to senior management, identifying trends and recommending strategies for enhancement.
- Manage and resolve escalated customer complaints, employing conflict resolution techniques to ensure positive outcomes and customer loyalty.
- Facilitate communication between customers and various departments, ensuring timely and effective resolution of issues.
- Monitor customer service trends and feedback to identify areas for improvement and implement corrective actions.
- Provide exceptional support during peak periods, maintaining a calm and professional demeanor under pressure.

Remote Customer Service Agent

Safer Road Rescue (SRR) Group - USA / Canada

12/2023 - 06/2024

- Managed a high volume of calls and chats with empathy, decorum, and professionalism, ensuring each customer received attentive and courteous service.
- Resolved complaints and issues in a timely and professional manner, contributing to a 25% increase in customer satisfaction.

- Acted on customer feedback to improve services, implementing changes that led to a 10% enhancement in service delivery.
- Followed up on customer requests until completion and beyond, ensuring satisfaction and building long-term relationships.
- Teamed up with several departments to provide quality customer support, streamlining processes and improving response times.
- Maintained accurate records of customer interactions, ensuring data integrity and facilitating detailed reporting.
- Developed and maintained a detailed knowledge base of products and services, enabling quick and accurate responses to customer inquiries.

Customer Service Specialist {Hybrid}

Emarich Resources & Logistics Limited - Nigeria

03/2018 - 06/2022

- Interfaced with clients to resolve complaints and ensure customer satisfaction, contributing to a 30% increase in client retention.
- Managed data entry, account management, and record keeping tasks, maintaining accurate and up-to-date client databases.
- Conducted thorough documentation and managed clients' databases, ensuring data integrity and accessibility.
- Liaised with existing and potential clients to communicate services offered, enhancing customer understanding and engagement.
- Handled a large number of calls, emails, and chats with empathy and decorum, ensuring each customer interaction was positive and productive.
- Collated products, produced reports, and wrote briefs, providing valuable insights and supporting decision making processes.
- Acted on feedback to continually improve service, implementing changes that led to a 20% increase in customer satisfaction scores.
- Conducted regular reviews of customer service procedures, identifying areas for improvement and implementing best practices.
- Utilized CRM software to track and manage customer interactions, ensuring seamless communication and follow-up.

Customer Service Assistant

Oshmil House Company - Nigeria

12/2016 - 12/2017

- Responded to customer inquiries and complaints in a timely and professional manner, contributing to a positive customer experience.
- Prepared and dispatched introductory business proposals to companies and clients, generating new business opportunities.
- Promoted the company's products to customers, increasing awareness and driving sales.
- Managed general office operations to ensure smooth day-to-day functioning, supporting overall business efficiency.
- Monitored customer service metrics and provided detailed reports to management, identifying trends and recommending improvements.
- Participated in team meetings and training sessions, staying updated on industry trends and new service protocols.
- Provided feedback to management on customer service trends and issues, contributing to strategic planning and decision-making.

Customer Service Officer

Glostan Allied International Coy Limited - Nigeria

04/2016 - 07/2016

- Prepared and dispatched introductory business proposals to companies and clients, generating new business opportunities.
- Managed general office operations to ensure smooth day-to-day functioning, supporting overall business efficiency.
- Maintained accurate record-keeping and documentation, ensuring data integrity and accessibility.
- Collaborated with team members to enhance service delivery, fostering a cooperative and productive work environment.
- Assisted in the development and implementation of customer service policies and procedures, standardizing practices.
- Monitored customer service metrics and provided detailed reports to management, identifying trends and recommending improvements.
- Utilized customer feedback to drive continuous improvement in service delivery, implementing changes

that led to increased satisfaction.

CERTIFICATIONS AND LICENSES

- **Entrepreneurship Development** - African Community Bridge Foundation| September 2020.
- **Customer Service Excellence and Business Communication** - The Business Gas Station, Lagos, Nigeria| February 2020.
- **Customer Service Excellence** -The Business Gas Station, Lagos, Nigeria| March 2019.
- **Sales Leadership** - The Incubators Academy, Lagos, Nigeria| February 2019.

EDUCATION

Bachelor of Science: Mass Communication

ESGIS University - Republic of Benin

09/2016