

JANE OLUSEGUN

Customer Service Executive

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SUMMARY

I am a confident, reliable and enthusiastic individual, with previous customer service experience. I enjoy helping clients, customers and individuals, and solving any problems that they may have. I am a great communicator, over the phone, face to face and via email.

I strive to work well under pressure and love to keep myself, and my workflow organized. As an experienced customer service advisor, I take an enthusiastic approach, combined with a friendly, genuine dedication to customer satisfaction.

WORK EXPERIENCE

BAAR COMMUNICATIONS

Customer Service Executive 2005 – PRESENT

Duties

- *Maintaining a positive, empathetic and professional attitude toward customers at all times.*
- *Responding promptly to customer inquiries.*
- *Communicating with customers through various channels.*
- *Acknowledging and resolving customer complaints.*

TOP REELERS LIMITED

Customer Services Executives 2010 – 2015

Duties

- *Knowing our products inside and out so that you can answer questions.*
- *Processing orders, forms, applications, and requests.*
- *Keeping records of customer interactions, transactions, comments and complaints.*
- *Communicating and coordinating with colleagues as necessary.*
- *Providing feedback on the efficiency of the customer service process*

Da' JONES STUDIOS

Customer Service Intern 2009 – 2010

Duties

- *Maintaining an empathetic and professional attitude toward customers*
- *Responding promptly to customer inquiries.*

SKILLS

Good communication skills.

Good interpersonal skills.

Good leadership skills.

Problem Solving

Critical Thinking

Creative Writing

ACHIEVEMENT

● *I Exceeded the BAAR COMMUNICATIONS' sales goals by 100% owing to effective customer service acumen.*

● *I Demonstrated professional etiquette and manners in my present job, improving 30% positive feedback*

EDUCATION

UNIVERSITY OF BENIN, BENIN CITY.

B.A Mass Communication 2000- 2005

VICTORY JAY SECONDARY SCHOOL

Secondary School Leaving Certificate

1993 - 1999