

BANKONG GIFT NKERE

Ajah, Lagos State.

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Tel: 09058600760.

D.O.B: 29TH, July.

OBJECTIVES:

Service-oriented resolution expert with experience providing troubleshooting and support for customers in the technology and financial service industries. Client-focused customer service representative with years of experience building loyal client relationships and heightening client engagement. Capable of handling multiple tasks in a fast – pace environment. Able to keep customers happy and smiling while resolving their issues in the shortest time possible, in ensuring the achievement of the set objectives in the organization, with a passionate approach to provide quality, affordable and available service by impacting, effecting, and improving the firm and also maintaining the quality standards necessary to the organization.

EXPERIENCE:

REALTYPROS INVESTMENT LTD, AJAH, LAGOS.

2023 – 2025

FRONT DESK OFFICER/ CUSTOMER

CARE REPRESENTATIVES. Duties:

- Greet and welcome visitors, clients, and staff professionally
- Maintain a clean and organized reception area.
- Schedule and confirm appointments for clients and management
- Respond to customer inquiries via phone, email, and social media
- Maintain a high level of customer satisfaction by delivering exceptional service.
- Handle complaints, provide appropriate solutions, and follow up to ensure resolutions.
- Assist with data entry, filling, and updating clients databases
- Provide clients with necessary information about company services.

MO LUXURY REALTY, LEKKI, LAGOS.

2020– 2023

PERSONAL

ASSISTANCE /

CUSTOMER CARE

Duties:

- Arranging and scheduling appointments, meetings, and event, liaising with internal departments and maintain and organize office tasks.
- Organizing documents and paperwork and maintaining a filing system. Typing, preparing and collating reports.
- Implement procedures and carry out additional administrative duties. Respond to emails, phone calls on behalf of the executive.
- Handling sensitive information with discretion and confidentiality. Tracking delegated tasks and ensuring timely completion.
- Serve as Communication Bridge between clients and management. Maintain and organize the executive calendar, ensuring optimal time use.
- Maintain an organized filing system for easy access to documents. Maintain proper communication flow between departments and stakeholders.

9MOBILE, IGOLI-OGOJA, CROSS-RIVER STATE.

2019 – 2020

Customer Service Representative

Duties:

- Manage large amounts of incoming phone calls
- Delivering information about a company's offerings.
- Providing proactive customer outreach.
- Maintaining customer relationships.

- Extend company service to meet customers need.
- Meet personal/customer service team sales targets and call handling quotas.
- Professionally respond to customer complaints; make an effort to successfully resolve complaints in accordance with established guidelines.

EDUCATION:

UNIVERSITY OF CALABAR, CROSS RIVER STATE

2017 – 2021

Course studied: English and Literary studies.

FCE STAFF SECONDARY SCHOOL, OBUDU, CROSS RIVER.

2010 – 2016

Senior School Certificate Examination (SSCE)

VICTORY NURSERY AND PRIMARY SCHOOL, CROSS RIVER.

2005 - 2010

First School Leaving Certificate (FSLC)

SKILLS:

- Excellent communication skills
- Interpersonal skills
- Problem solving skills
- Customer service skills
- Attention to details
- Adaptability
- Decision making
- Time management
- Active listening skills

HOBBIES:

- Writing
- Interacting
- Cooking
- Sport
- Reading

REFEREES:

Available On Request