

PATRICK VICTORIA

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OBJECTIVE

In today's customer-focused world, providing efficient, friendly, and proactive service is essential for fostering long-term business success. Customer loyalty is greatly influenced by the quality of service professionals who represent your brand and support your valued customers.

With extensive experience in customer service and quality assurance, I've developed the skills to not only meet but exceed customer expectations by delivering service that drives results. I've supported a wide variety of customers across diverse industries, understanding that building loyal, repeat clients and generating positive word-of-mouth are vital to any business's success.

It would be a pleasure to get an interview with you, and I look forward to hearing from you soon.

Yours sincerely,

KEY ACHIEVEMENTS

- Proven track record in effectively resolving complex customer issues as a customer support team lead, driving high satisfaction levels.
- Recognized consistently as a top performer in resolution efforts, surpassing customer expectations while meeting established targets and performance KPIs.
- Consistently recognized as a top performer in the quality assurance team, surpassing performance KPIs and enhancing service quality.
- As a key member of both the customer support and quality assurance teams, I have played a crucial role in improving complaint resolution processes, leading to significant increases in customer satisfaction and loyalty.

WORK EXPERIENCE

August 2022 – Till date

United Bank for Africa (UBA), Marina, Lagos State

Position: Quality Assurance (Team Lead)

- Oversee and perform regular evaluations of agent interactions to ensure compliance with company standards and quality benchmarks.
- Offer constructive feedback to team members based on audit findings, fostering continuous improvement and enhancing overall performance.
- Collaborate in establishing and refining quality assurance protocols and performance metrics to align with organizational goals.
- Review and analyse performance metrics and audit results to identify trends, areas for improvement, and opportunities for training.
- Spearhead initiatives aimed at enhancing service quality and customer satisfaction, leveraging insights from audits to inform training and process improvements.
- Facilitate training sessions for new agents, ensuring they are well-versed in the platforms and equipped to deliver high-quality service from the start.
- Work closely with the learning and development team to review standard operating procedures (SOPs) and implement updates and adjustments following critical screenings.

August 2020 – July 2022

United Bank for Africa (UBA), Oyinjolayemi Street, VI, Lagos State

Position: Customer Experience Expert (Team Member/Team Lead, Enquiry, E-mail, Live chat, Social Media, and Block Card in CFC)

- Addressed and resolved customer questions and concerns across various channels, including phone, email, and live chat, ensuring a prompt and satisfactory response.
- Handled customer interactions via email, providing clear, concise, and helpful information to enhance the overall customer experience.
- Engaged with customers through live chat support, delivering real-time assistance and resolving issues efficiently to foster positive relationships.
- Monitored and responded to customer feedback and inquiries on social media platforms, maintaining a professional and friendly presence to build brand loyalty.

- Assisted customers with the blocking of cards, ensuring timely processing of requests and providing follow-up support to address any related issues.

September 2018 - Till date

Dogood charity initiative, Lagos State, Nigeria.

Position: Welfare manager/Volunteer

- Design and execute welfare programs aimed at improving the well-being of beneficiaries, ensuring alignment with the organization's mission and objectives.
- Organize and manage volunteer efforts, ensuring effective collaboration and resource allocation to support various community outreach projects.
- Regularly assess the needs of individuals or communities supported by the NGO, adjusting programs and resources to provide targeted assistance.
- Build and maintain strong relationships with donors, sponsors, and other stakeholders, facilitating partnerships that enhance the NGO's welfare initiatives.
- Manage the distribution of aid, supplies, and other resources, ensuring that they reach the intended recipients efficiently and fairly.
- Offer counselling and emotional support to beneficiaries, addressing personal and social challenges while promoting overall well-being.

January 2016 – June 2020

ITConnect Limited, Alagomeji, Lagos State, Nigeria.

Position: Administrative Assistant

- Coordinate and handle all forms of communication, including phone calls, emails, and correspondence, ensuring smooth daily operations
- Manage executive calendars, schedule meetings, and coordinate appointments, ensuring optimal time management and efficiency.
- Draft, proofread, and distribute various reports, presentations, and other documents, maintaining accuracy and professionalism

- Oversee the procurement of office supplies and ensure the smooth functioning of office equipment, addressing any logistical needs promptly.
- Arrange travel plans, accommodations, and itineraries for executives or staff, ensuring seamless logistics for business trips.
- Assist in organizing and tracking project activities, managing deadlines, and supporting team members to ensure timely completion of tasks.

EDUCATION

2020 – 2023	National Open University of Nigeria, Lagos Bachelor in science (BSc) in Accounting
2012 – 2014	Wolex Polytechnic, Iwo, State of Osun OND in Accountancy
2005 – 2011	The Saints International School Secondary School Certificate Examination (NECO)

CERTIFICATES and AWARDS

- Completed courses on 2020 Annual Compliance Course
- Completed course on an Overview of AML/CFT/CPF.
- Completed courses on System security and authentication
- Completed courses on Customer Experience Course

PERSONAL DETAILS

State of Origin:	Akwa Ibom State
Date of Birth:	March 21, 1996
Sex:	Female
Marital Status:	Single
Religion:	Christianity
Place of Birth:	Lagos, Nigeria.
Nationality:	Nigerian

INTEREST

Meeting people, Cooking, Volunteering, and Traveling.

SKILLS & BEHAVIORAL QUALITIES

- Strong analytical and conceptual skill.
- Effective communication and problem-solving skills.
- Self-motivated, a team player, setting and meeting Deadlines.
- Capability to learn fast with good learning approaches.
- Excellent verbal and written communication skills
- Strategic ways of managing issues for optimal result
- Dealing with customers tactically and diplomatically
- Technologically savvy

COMPUTER QUALITIES

Running knowledge of Power point, Microsoft Office, CRM, AVAYA, Freshdesk, Freshchat, Conversocial, Zendesk, and Excel.

REFERENCES

On demand!

Warm regards...