

Edith Chinecherem Nwankwo

No.23, Allied Street, Tipper Garage, Ketu, Lagos, Nigeria

+234 7037017572

Edithnwankwo1049@gmail.com

PROFESSIONAL SUMMARY

A Versatile **Customer Care Professional** with hands-on experience in remote and in-person roles across the health tech industries. Proven ability to deliver exceptional customer support, resolve client issues efficiently. Recognized for improving response time, enhancing customer satisfaction, and reducing product inconsistencies. I am detail-oriented and committed to service excellence.

CORE COMPETENCIES

- Remote Customer Support (Voice, Chat & Email)
- Customer Relationship Management (CRM)
- Workflow Optimization
- Cross-Functional Team Collaboration
- Conflict Resolution & Complaint Management
- Fast-Paced Problem Solving
- Communication & Active Listening

PROFESSIONAL EXPERIENCE

Reliance Health, Gbagada Lagos State,

Remote Customer Service Officer | Mar 2025 – Present

- I Delivered prompt, empathetic, and professional support to over 50 customers daily via phone, chat, and email.
- I Resolved 95% of customer complaints within the first contact, contributing to a 4.7/5 average customer satisfaction rating.
- I Utilized internal CRM tools to log interactions, flag issues, and escalate unresolved concerns for quick follow up.
- I Collaborated with cross-functional teams (claims, tech, clinical) to streamline patient onboarding and issue resolutions.
- I Played a key role in reducing customer churn by 15% through proactive follow up and personalized support.
- improvements based on recurring customer concerns, improving customer experience metrics.

TMB Skip Trace Venture

Collection/Recovery Officer | 2024

- Collection of debt prior to legal recovery proceedings commencing, negotiation payments/payments arrangements, handling debtor enquiries and provides administrative assistance to the team.

St. Valentine Music and Events Kuchigoro, Off Airport Road, FCT Abuja, Nigeria.

Front Desk Officer | 2022

- Greeting and welcoming of guests, receiving and delivering all incoming and outgoing mails, answering all calls and directing as demanded, and coordinating office activities.

Banquo Lead Way Vita Foam Depot Lapai, Niger State, Nigeria.

Customer Representative | **Jun 2022**

- I handled inbound and outbound customer queries, ensuring 100% accurate documentation and follow-up.
- I partnered with internal departments to resolve customer complaints, reducing issue resolution time by 20%.
- I achieved consistent positive feedback through personalized service and detailed product knowledge.
- I recommended service improvements based on recurring customer concerns, improving customer experience metrics.
- Answer customer questions quickly and effectively, resolve issues with empathy and care, nurture customer relationships, and improve brand credibility.

Lastverse Refugee Foundation (NGO)

Secretary | **Sep 2018 - Jul 2020**

- Handling correspondence, taking phone calls, greeting guests, writing reports, doing paperwork, and updating records.
- Developed reagents and managed QC logs to ensure full audit readiness and traceability.
- Assisted in NGO audit preparation by analyzing stability samples and documentation.

EDUCATION**Ibrahim Badamasi Babangida University Lapai, Niger State, Nigeria.**

2017-2022

- B. A English Language

Baptist Model School Lapai, Niger State, Nigeria.

2010-2016

- SSCE

Abubakar Standard Nur & Pri School Lapai, Niger State, Nigeria.

2002-2010

- FSLCE

CERTIFICATIONS

- **Jobberman Soft Skills Certification** | 2023
- Human Resource Management | 2023
- Customer Service Support | 2024

HOBBIES

Cooking, trying new things, reading, movies and writing.

REFERENCES

Available on request