**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 immediately.*

**EDUCATION**

UNIVERSITY OF BENIN, BENIN CITY.

*B.A Mass Communication 2000- 2005*

VICTORY JAY SECONDARY SCHOOL

Secondary School Leaving Certificate

1993 - 1999

**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.*

**SUMMARY**

I am a confident and enthusiastic individual with previous customer service experience. I enjoy helping clients and customers solve their problems. I am a great communicator, over the phone, face to face and via email.

I strive to keep my workflow organized even while working under pressure. As an experienced customer service advisor, I take an enthusiastic approach, combined with a friendly, genuine dedication to customer satisfaction.

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Customer Service Executive

JANE OLUSEGUN