

MIRACLE OMONIGHO KEREMU

Personal information

DATE OF BIRTH: 4TH August, 1998

GENDER: Female

NATIONALITY: Nigerian

MARITAL SATUS: Single

RELIGION: Christian

HOBBIES: Art, Watching documentaries, History research, Music.

CONTACT DETAILS: Email: officialmimik1@gmail.com,

Cell phone: +2349072886015

Address: 57 Calvary Street off Monaque Avenue, Enugu.

Professional Summary

Highly skilled and experienced Customer Service Officer, Email Copywriter, Virtual Assistant, and Entry-level Data Analyst with a proven track record of exceeding customer expectations and deadlines. Proficient in providing outstanding customer service, creating engaging email copy, managing administrative tasks, and analyzing data to drive business decisions. Strong attention to detail, excellent communication skills, and the ability to adapt to new technologies quickly. Looking to leverage my diverse skill set to contribute effectively to a dynamic team.

Over (3) years of experience in customer facing roles, spanning from the role of a teller, to customer service, collaborating with colleagues across other internal teams and team members, to meet customers' needs and solve problems in a bid to achieve results within agreed timelines.

Working Experience

Receptionist | SWITCHBOARDHOTELS AND SUITES

ENUGU – March 2016 – January 2017

- Produced high-quality communications for internal and external use.
- Reported back to instructor to receive day-to-day tasks and responsibilities.
- Provided clerical support, addressing routine and special requirements.
- Compiled and analyzed data to determine approaches to improve performance.
- Maintain positive attitude and friendly demeanor towards customers (internal and external).

FT/Teller | UNITED BANK FOR AFRICA

ENUGU – December 2019 – November 2020

- Successfully carried out customer transactions timely and accurately.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Provided primary customer support to internal and external customers.
- picked up knowledgeable core banking skills to enable solve customers' issues.

Customer Service Representative | UNITED BANK FOR AFRICA

ENUGU - November 2020 – PRESENT

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Responded to customer requests for products, services and company information.

- Trained new customer service representatives on strategies and processes to reduce process gaps and increase customer satisfaction rates.
- Fostered lasting relationships with customers through effective communication and quick response, resulting in long-term loyalty and expanded client base.

Skills

- Excellent verbal and written communication skills.
- Computer Proficiency (Microsoft)
- CRM (Customer Relationship Management)
- Time management
- Email copywriting

Education

2014-2016

INSTITUTE OF MANAGEMENT AND TECHNOLOGY, ENUGU.

Ordinary National Diploma (Science Laboratory and Technology)

2017-2019

INSTITUTE OF MANAGEMENT AND TECHNOLOGY, ENUGU.

Higher National Diploma (Microbiology)

Training/Certification

Afrihub Certified IT user (CPU)

References

MR JOSEPH KEREMU

Piping Superintendent

Ponticeli Nigeria LTD

07064815264

PRINCE CHIKODI OFOMATA

Welder

Chrome oil service, Refinery.

Eleme, Rivers State. 08138271416