**Nmesoma Adaobi Nebeolisa**

Plot 47 Emma Egbunam Crescent Trans Nkisi Onitsha, Anambra Nigeria

+234-8052710326–[Nebeolisasoma@gmail.com](mailto:Nebeolisasoma@gmail.com)

**Customer Service Representative || Customer Support Specialist**

**PROFESSIONAL SUMMARY**

A dedicated and knowledgeable individual with vast experience providing exceptional customer service to a wide variety of clients. Proven ability to quickly assess customer needs and provide appropriate solutions. Skilled in resolving customer issues, managing customer relations, and providing detailed product knowledge. Committed to streamlining processes to improve customer service efficiency and satisfaction.

**SKILLS**

* Staff Training
* Retail Sales Customer Service
* Report Preparation
* Public Speaking
* Management and Leadership Skills
* Microsoft Office proficient Adaptability
* Active Listening
* Customer Relations
* Customer Relationship Management
* Call Center Operations
* CRM Software

**EXPERIENCE**

**CUSTOMER SERVICE REPRESENTATIVE — Fidelity Bank Plc** Onitsha, Anambra, *May 2018 - Present*

* Maintained a high level of professionalism when dealing with difficult customers.
* Handled customer complaints and inquiries courteously and efficiently.
* Provided exceptional customer service to ensure customer satisfaction.
* Demonstrated excellent communication skills, both verbal and written, to effectively interact with customers.
* Maintained knowledge of company products to provide helpful suggestions and recommendations to customers.
* Developed positive relationships with customers through friendly interactions.
* Greeted customers by name and displayed a respectful attitude, helping develop rapport with the customer base and build lasting relationships.
* Responded to telephone inquiries and complaints following standard operating procedures.
* Developed and maintained a working knowledge of internal policies, procedures, and services to appropriately address customer issues.

**CUSTOMER SUPPORT SPECIALIST — Digital IT Support Organization**Lagos, *January 2024 - Present*

* Compiled detailed reports on all customer interactions using CRM software tools such as Hubspot and Freshdesk.
* Efficiently identified customer needs through active listening and questioning techniques.
* Collaborated closely with other departments on issue resolution within established service-level agreements.
* Demonstrated excellent communication and interpersonal skills when interacting with customers in person, over the phone, or via email.
* Provided customer support to clients with technical and non-technical inquiries, utilizing problem-solving skills to identify solutions.
* Met daily customer service quotas with a focus on quality.
* Handled customer complaints and inquiries courteously and efficiently.

**EDUCATION**

**BACHELOR OF SCIENCE (B.S.) IN GEOLOGY AND MINNING— University of Port-Harcourt**

Rivers, *2009/2014*

**CERTIFICATIONS**

* Customer Service: Problem-solving and Troubleshooting
* Customer Service: Serving Customers Through Chat and Text
* Customer Service Fundamentals

**REFERENCES**

**Cynthia Orji — Fidelity Bank** Marketer *Colleague*

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**Damian Orizu — Fidelity Bank**Managing Director*Colleague*

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**LANGUAGES**

* **English:** Fluent