

Lucynda Clement

Customer Service Representative

+2347032290560

Uyo, Nigeria

lucyndaclement@gmail.com

www.linkedin.com/in/lucyndaclement

EDUCATION

Communication Arts,

University of Uyo, Nigeria
2014

RELEVANT SKILLS

- Microsoft Office Suite
- Video conferencing software
- Customer service
- Adaptability
- Verbal communication
- Interpersonal skills
- Problem-solving

SUMMARY

Focused customer service professional skilled in lead generation, customer relationship development and sales. Knowledgeable with major customer service software, handling customer complaints, and maintaining a positive and friendly disposition for over six years. Hoping to use my wealth of experience to attain employment in a customer service role.

WORK EXPERIENCE

Customer Service Officer 2019 - 2022

Hope and Life Nig. Ltd, Uyo, Nigeria

- Consulted with customers by telephone; provided information about products, processed orders, and resolved customer concerns.
- Based on knowledge of recurring customer concerns, recommended changes to shipping and billing methods, which completely eliminated some issues and reduced customer calls on other issues by 60%
- Maintained accurate and timely records of customer communications and transactions, and followed up to ensure appropriate actions were completed to resolve customers' concerns

Customer Service Representative 2016 - 2019

Marginal Concepts Ltd

- Worked with customers to resolve billing related issues and assist sales staff with concerns related to specific transactions and billing
- Advised potential customers, providing information about packages and pricing.
- Accurately completed enrollment records and maintained complete and accurate records of customer calls using in-house customer service software