



Believe Alebiosu

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Address: Snow White Building, Fish Round About
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Customer service

SUMMARY

I am able to function as a competent asset where my knowledge and skills are utilized to the optimum necessary for the company. With the ability and mindset to adapt various circumstances. I am highly motivated and flexible with drive and determination to manage work solely or within a team, to achieve and excel business demands in today's challenging environment. I am confident and organized person, excellent customer service. I have the ability to do my best in any situation, in order to achieve both the company's aim and mine.

ABILITIES:

- Integrity, passion, and in-person presentational skills
- Success in qualifying opportunities involving multiple key decision makers.
- Strong knowledge of retail and/or wholesale sales principles, methods, practices, and techniques.
- Strong problem identification and objection resolution skills.
- Able to build and maintain lasting relationships with customers.
- Exceptional verbal communication and presentation skills.
- Excellent listening skills.
- Self motivated, with high energy and an engaging level of enthusiasm.
- Ability to work individually and as part of a team.
- Abilities to function Certified MS office

EXPERIENCE

Costumer service at etisalat in Dubai Opera 6 months

costumer service MTN telecom ltd. in Benin city Nigeria 3 years

Costumer service Shoprite's Lagos Nigeria 2 years

Duties and Responsibilities

- Maintain customer accounts and record account information
- Oversee customer financial accounts and process customer adjustments
- Make product recommendation or services to customers based on their needs and preference
- Oversee a team of customer service representative and ensure they meet monthly quotas
- Follow communication guidelines, policies and procedures

- Upgrade and cancel customer accounts by customer request.
- Handle customer complaints and provide alternatives and or solutions to ensure resolution of complaints

EDUCATION

- High School Certificate
- Diploma of Higher Education, Nigeria Certificate of Education(Business Education Accounting Option), Vocational Technical Education

PERSONAL ASSESMENT

- Excellent reputation with customers as a competent, knowledgeable and helpful professional.
- Honest reliable and reproductive personality with ability for growth.
- Ability to respond to emergency situations rapidly.
- Good team work skills and a good team player.
- Passionate and very hardworking
- Driven to quality standard with consistency.

PERSONAL DETAILS

Nationality : Nigerian
Marital Status : Married
Date of Birth : 03/08/1992
Visa Status : Residence visa
Languages : English

DECLARTION

I hereby confirm that the above-mentioned statements are true and correct to the best of my knowledge and belief.

Believe Alebiosu