

ESTHER AKPAN

Winnipeg, MB Canada | voixastar@gmail.com | 2049158861

PROFILE

Customer Service Professional with 10 years experience de-escalating conflict and completing different tasks in a fast paced work environment now seeking to apply my interpersonal skills in Administrative Support. I am adaptable, creative and teachable. My time management skills make me an effective problem solver.

SKILLS

- Communication (written, verbal, active listening)
- Emotional Intelligence
- Critical thinking
- Time Management
- Attention to details
- Problem Solving
- Empathy
- Conflict resolution
- Correspondence
- Calendar Management
- Scheduling
- Administrative Support
- Microsoft office
- Excel
- Zendesk

WORK EXPERIENCE

Skybridge Americas Inc 2021- 2023
Support Team Lead

- Monitored calls of team members to ensure adherence to established policies and procedures
- Maintained a 97% average monthly customer satisfaction rating for my team
- Assist team members improve their output, tailor strategies per individual.
- Collaborated closely with other departments to ensure successful implementation of projects and initiatives related to client experience improvement

Skybridge Americas Inc 2017 – 2021
Complaint Resolution Specialist, Customer Support

- Utilise de-escalation techniques to resolve approximately 30 escalation calls daily and ensure customer retention on regular calls
- Maintained call quality of 97%-100%

Canada Drugs 2016-2017
Patient Service Representative

- Confirm existing prescription in database and request new one if needed
- Assist Patient Place medication orders
- Track medication delivery

LinkedIn Profile: <https://www.linkedin.com/in/idongesit-akpan-58007052/>

EDUCATION

Bachelor of Science February 2011
University of Agriculture Abeokuta

INTERESTS

- Sports
- Gardening
- Climate Change