

Attama Joan

Customer service

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Enugu, Enugu state

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Skills

- Excellent communication and interpersonal skills
- Strong problem-solving abilities
 - Proficient in Microsoft Office Suite and CRM software
 - Ability to work effectively in a team environment
 - Detail-oriented with strong organizational skills
 - Fluent in English and [any other languages]

Experience

MTN Communications Ltd

January 2022 - PRESENT, Enugu, Nigeria

- Serve as the first point of contact for customers, handling inquiries, resolving complaints, and providing information about products and services.
 - Utilize active listening skills to understand customer needs and concerns, and provide appropriate solutions.
 - Process orders, returns, and exchanges accurately and efficiently, ensuring customer satisfaction.
 - Collaborate with cross-functional teams to address customer issues and improve service quality.
 - Maintain accurate records of customer interactions and transactions using CRM software.

Client Support Specialist

May 2020 - December 2021, Enugu, Nigeria

- Provided technical support and assistance to clients via phone, email, and chat, resolving issues related to software products.
 - Conducted troubleshooting and diagnosis of technical problems, escalating complex issues to the appropriate departments for resolution.
 - Assisted with software installations, updates, and configurations, ensuring smooth operation for clients.

- Educated clients on product features and best practices to optimize their use of the software.
- Handled billing inquiries, processed payments, and managed account information for clients.

Customer Care Agent

August 2018 - April 2020, Enugu, Nigeria

- Greeted customers and provided assistance with product selection, inquiries, and purchases in a retail environment.
- Resolved customer complaints and concerns in a timely and professional manner, ensuring high levels of satisfaction.
- Processed transactions accurately using POS systems, handled cash and credit card payments, and reconciled daily sales reports.
- Maintained a clean and organized store environment, restocking shelves and arranging merchandise as needed.
- Collaborated with team members to achieve sales targets and deliver exceptional customer service.

Education

Bachelor degree in nursing science

October 2018- August 2023, university of Nigeria, Enugu Nigeria

OBJECTIVE

Dedicated and customer-focused individual with a Bachelor's degree from the University of Nigeria Nsukka seeking a challenging customer service position where I can utilize my excellent communication skills and ability to resolve issues efficiently to enhance customer satisfaction.