



PROMISE EMMANUEL

CUSTOMER CARE EXECUTIVE

CONTACT

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EDUCATION

- 2021-2023**
REDEEMER'S COLLEGE OF TECHNOLOGY AND MANAGEMENT
 - Ordinary National Diploma in Business Administration
 - 3.55 CGPA
- 2018-2020**
GABLIZ SCHOOLS
 - High School Diploma

SKILLS

- Active Listening
- Computer Literacy
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Microsoft Outlook
- Microsoft Word
- Microsoft Power point
- Microsoft Excel

PROFILE

I am a dedicated and results-driven Customer Care Agent with 7 months of experience providing excellent customer service who is proficient at answering queries, resolving difficulties, and guaranteeing customer satisfaction through good communication and problem-solving abilities. I seek to harness knowledge in a dynamic organisation committed to delivering outstanding customer experiences.

WORK EXPERIENCE

- Coollink.ng** OCT 2023 - APRIL 2024
 - Customer Care Executive
 - Respond to clients' requests and complaints through emails, phone calls and live chats.
 - Provide accurate and helpful information about the products offered by the company.
 - Troubleshoot technical issues and guide customers through problem-solving steps.
 - Escalate complex issues to the appropriate department and follow up on resolutions.
 - Identify opportunities for improvement in customer support processes.
 - Keep records of customer interactions, transactions, comments and complaints by logging tickets.
 - Monitor Terrestrial links (Fiber and Radio).

CERTIFICATION

- Digital Ad Expert Certificate in Digital Marketing.