**2018 - 2019**

**January 2019 - Date**

**SKILLS**

*Good communication skills.*

*Good interpersonal skills.*

*Good leadership skills.*

*Problem Solving*

*Critical Thinking*

*Creative Writing*

**ACHIEVEMENT**

*I Exceeded the BAAR COMMUNICATIONS’ volunteer sales goals by 100% owing to effective customer service acumen.*

*I Demonstrated professional etiquette and manners in my present job, improving 30% positive feedback .immediately.*

**EDUCATION**

UNIVERSITY OF BENIN, BENIN CITY.

*B.A Mass Communication 2000- 2005*

VICTORY JAY SECONDARY SCHOOL

Secondary School Leaving Certificate

1993 - 1999

**WORK EXPERIENCE**

BAAR COMMUNICATIONS

Customer Service Intern

**Duties**

* *Handled the telephone calls daily.*
* *Provide basic product information about the product to users.*
* *Communicate with customers through various channels.*
* *Resolve customer complaints before directing them to the right channel.*

TOP REELERS LIMITED

Customer Services Volunteer

**Duties**

* *Assisted the customer service team to give customers information about the product.*
* *Assist in keeping records of customer interactions, and comments.*
* *Communicating and coordinating with colleagues as necessary.*
* *Providing feedback on the efficiency of the customer service process*

**SUMMARY**

I am a confident, reliable and enthusiastic individual, with previous customer service experience. I enjoy helping clients, customers and individuals, and solving any problems that they may have.

I am a resourceful individual that is passionate about customer service practices. I communicate effectively and I work well in a team.

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Customer Service Executive

JANE OLUSEGUN