

# HADIZA IBRAHIM

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## OBJECTIVE

- To contribute to the organization's success through the use of exceptional customer relation skills thereby contributing to the organization growth and development.

## PROFILE

- A customer centric individual with years of experience in a customer service environment attending to diverse client base. My work experience spans people and operations management, mentoring, telemarketing, delivering qualitative customer service, driving employee engagement activities, collating and resolving employee issues and facilitating performance management process.

## SKILLS AND ABILITIES

- ❖ Excellent understanding of customer service principles and ability to deliver high level of customer service.
- ❖ Ability to work effectively under pressure and with less supervision
- ❖ Effective management and human resources skills and ability to solve problems strategically
- ❖ Ability and flexibility to learn new skills and adapt to new situations
- ❖ Charming inter-personal relations

## PERSONAL DATA

Date of Birth: 2<sup>nd</sup> December 1985  
Sex: Female  
Marital Status: Married  
State of Origin: Jigawa State  
L.G.A: Hadejia  
Nationality: Nigerian  
Spoken Language: English, Hausa, Igala, Yoruba

## EDUCATION AND QUALIFICATIONS

- ND (Upper Credit) Kaduna Polytechnic, Department of Social Development – 2010
- SSCE (WASSCE) Air force Secondary School, Kaduna- 2000-2006
- First School Leaving Certificate, Air Force Primary School- 1991-1996

## TRAINING /OTHER CERTIFICATE OBTAINED

- ❖ Human Resources Management System (HRMS) Eazework
- ❖ Customer Relationship Management (CRM)
- ❖ Managing Challenging Situations
- ❖ Rapport Building

- ❖ Time Management
- ❖ Communication Skills and Personal Effectiveness
- ❖ Telecommunication and Administrative Billing System/Single view (Tabs 6 & 7)
- ❖ Customer Handling Skills
- ❖ Conflict Management

## **WORK EXPERIENCE**

### **03 Capital Nigeria Limited.**

**Designation:** Customer Service Executive/Collections Officer – 9<sup>th</sup> October 2018 till date

#### **Responsibilities:**

- ❖ Resolve customer complaints via phone, email, mail, or social media.
- ❖ Maintaining records of transactions and interactions
- ❖ Collects payments on past due loans
- ❖ Create list of people who have not made payments
- ❖ Organize list according to severity of delinquency
- ❖ Ensures prompt payment of loans
- ❖ Use telephones to reach out to customers and verify account information.
- ❖ Greet customers warmly and ascertain problem or reason for calling.
- ❖ Cancel or upgrade accounts.
- ❖ Advise on company information.
- ❖ Take payment information and other pertinent information such as addresses and phone numbers.
- ❖ Act as the company gatekeeper.
- ❖ Inform customer of deals and promotions.
- ❖ Upsell products and services.
- ❖ Utilize computer technology to handle high call volumes.
- ❖ Work with customer service manager to ensure proper customer service is being delivered.
- ❖ Close out or open call records.
- ❖ Compile reports on overall customer satisfaction

### **INLAKS.**

**Designation:** Customer Service Executive - September 2018- October 2018

#### **Responsibilities:**

- ❖ Handle product recalls.
- ❖ Make cold calls to prospective clients
- ❖ Respond to questions about agency and its modalities
- ❖ Update customers information

### **iSON BPO Int'l Ltd.**

**Designation:** Inbound & Outbound Call Centre Agent (Airtel Process) –January 2013 to July 2017.

#### **Responsibilities:**

- Acting in a supervisory role when the need arises
- Mentoring, coaching and up skilling new agents in a bid to improving their performance
- Meeting upselling/telemarketing set targets of various sales campaigns

- Attending to customer's enquiries, requests and complaints, giving total resolution.
- Identifying the depth of the need for information, upselling and telemarketing
- Providing the caller/customer with information or solution that are relevant to their questions
- Bringing in cultural and attitudinal paradigm shift towards giving the customer service experience.
- Getting feedback from customers about product and services

### **Forest City Generators-Kaduna**

**Designation:** Sales Representative 2007-2010 Responsibilities:

- Responsible for keeping sales records
- Monitoring and keeping stock of all incoming and outgoing goods

### **Save the Children NGO in conjunction with Ministry of Health- Kaduna State**

**Responsibilities:** Served as a distributor of food items and clothing's 2007

### **Role Model - Girls connect initiative in conjunction with iSON BPO**

**Responsibility:** Served as a role model

### **INTERESTS/HOBBIES**

Research, reading, travelling, meeting result oriented people and writing

### **REFEREES**

Excellent referees available upon request